Binder Product Information Sheet

Introduction

Binder is an Australian information logistics company. It belongs to a group which has been helping the legal, health and financial services manage their information for over 15 years. The principals are both senior lawyers whose experience with information management in the field of law led to them establishing software development and support companies almost 20 years ago. Rob Kelly, AM – previously the National Chair of Gadens Lawyers, currently CEO of AusDataCentres Pty. Ltd. – and Emma Hossack – CEO of both Binder and Extensia, and Immediate Past President of the International Association of Privacy Professionals, and the organisation's Australian New Zealand Chair of Strategy. Emma is also current President of the Medical Software Industry of Australia.

Why was Binder created?

The incremental increase data in the information age means knowledge workers, particularly in the professional sectors, struggle to effectively manage and utilise the information they need for effective service delivery. Poor information management impacts on productivity, continuity, creates inefficiency and increases costs. Professionals that are able to efficiently find, manage, share and collaborate on information securely and privately will be the most productive and provide the best outcome for their clients. Storage of information in Australia is also important, particularly with the new Australian Privacy Principles.

Who uses Binder?

Organisations, both large and small, use Binder across Legal, Property, Financial, Health and Resources sectors. Clients enjoy the fact that it is "self-service" and they do not need a dedicated IT team to implement it. Setting up a deal room is simple so information can be efficiently and securely shared inside and outside your organisation.

Service Overview

Binder combines cloud-based storage with useful, business-friendly workflow tools. The service can be accessed anytime, anywhere via the Web and our apps for Windows, Mac, iPhone/iPad and Android.

Features and Benefits

- **Workflow** – Binder keeps track of who is working on files and makes sure everyone is always working with the latest version.
- **Version history** – The history of every file is available and past versions can be downloaded at any time.
- **Secure** – Business grade encryption used throughout.
- **Easy to manage** – No technical knowledge is required to setup or manage the service.
- **Access logs** – Know when files have been accessed, and by who.
- **Automatic notifications** – Users, members or customers can be automatically notified when documents are updated
- **Data sovereignty** – All documents and files stored with Binder are stored on servers within Australia.
- **Unlimited sharing** – Share with any number of users without increasing costs.

Pricing

Binder for Business is $10/month per employee (minimum 5 employees). Guest users (users outside of your firm with no control permissions) can access and work with you on your documents with no additional charge at your invitation and subject to your permissions control.

Initial storage of 1 terabyte of is included with a Binder for Business subscription. Additional storage is available- POA.

Frequently asked questions

Binder provides you with a platform that ensures you are in control of your information - business and personal. You control where your data is stored, who can have a pre-set level of access to any particular data and provides you with an audit trail for each file.

In addition, the service provides a continually refined and ever increasing set of workflow and other useful features that make sharing, accessing and dealing with your data simple, efficient and best of all, totally transparent and controlled by you.

To assist in understanding the Binder service we have set out answers to issues that are considered most important by our users.

Privacy

We guard your privacy to the best of our ability and work hard to protect your personal details and information from unauthorised access.

Q. How will Binder use any personal data or information which is collected by, or is available to, Binder in providing its services?

A. Binder is very careful about any use of personal data. If it is essential that we use personal data in the delivery or your Binder service that use is governed by our Privacy Policy which is published on our website at http://www.binder.works

Our Privacy Policy will be updated or amended from time to time in response to legislative changes and to meet the needs of our Binder users. The current terms are always available and any changes will only be effective upon publication on the website.

Q. Is Binder permitted to access or view any content or personal details of my Binder account?

A. Binder employees are not permitted to view the content of files you store in your Binder account. Their permissions do allow them to view file metadata (e.g., file names and locations).

In common with most online services, we have to have a small number of senior level employees who must be able to access user data to provide a "last call" service to Customers in difficulty and meet our legal obligations, but this will be on a rare occasion and then only as provided in our Privacy Policy (e.g. if legally obligated to do so).

Binder has strict policy and technical access controls which prohibit employee access except in these rare circumstances. All access, without exception, is logged by the system and is auditable. In addition, we employ a number of physical and electronic security measures to protect user information from unauthorized access.

Redundancy

Binder ensures that your information is securely stored, backed up and available to the account holder when and where required as long as you have access to an internet connection.

Q. How does Binder ensure that my files are not lost and are available for me to access when I need them?

A. The Binder service in each region will be hosted on a hybrid server network. Currently, Binder services are hosted in AWS data centres in Sydney and Polaris data centre in Springfield, Queensland.

As other regions are available, users will be given the option to select the location that they wish their files to be stored to meet their own Privacy obligations and business requirements. In each case a similar level of redundancy will ensure Binder availability.

Built in redundancy means that the probability of losing a file is practically zero and our data storage service supports 99.9% up-time.

Data Location

We provide you with the ability to control the jurisdiction in which User Data is stored.

Q. Where is Binder User Data stored?

A. Currently Binder is only available in Australia and User Data stored in Binder is located wholly on servers hosted within Australia.

Q. Will that change?

A. Binder will be providing its service in other regions. You will, at the time of registering your account, be able to select where you wish your data to be located.

Q. What do I have to do if I would like to select another location for my data to be stored?

A. If you wish to have data stored in another available Binder location you must register a Binder account with a different jurisdiction or location selected. Binder will store your data at the nominated location and will also have the backup data storage located in the same country/jurisdiction.

Q. What will influence my choice of location?

A. Your choice of location may be influenced by a number of factors such as Privacy Laws, legal compliance, client requirements, business needs or to optimize for latency.

Q. Will Binder ever move my data out of my selected location?

A. Anything stored in a particular location will never leave that location through any action by Binder. It is possible for User Data to be transferred out of a selected location through the user granting access privileges to a person or entity outside the selected location. It is then possible for that person, using the granted access privileges, to transmit User Data to another location.

Q. What is included in the term, "User Data"?

A. The term User Data has the same meaning as that term in the Privacy Policy:

"'*User Data' means the information about or relating to any User, the use of the Binder Services by a User, the content of all documents and media in any form or format, all information, data, code, files or folders that may be accessed, stored, sent, received, edited, synchronised, shared, or in any way managed, by or through the Binder Services however accessed*"

Data Availability

All files stored by with the Binder Services are available to you for as long as your account is active.

Q. How do I keep my account active?

A. Your account will be active if your subscription is current and is not dependant on whether you have accessed or used any Binder Service within a specific time. You can have periods of inactivity and still maintain a current Binder account.

Q. What happens to my data if my account is terminated?

A. In the event that your account has been terminated, Binder will advise you that your account is no longer active and give you 14 days from such notice to reactivate your account by paying your subscription or retrieve or remove your files/data from Binder. You will not be able to upload any new files to Binder at any time your account is not active.

After 14 days Binder has the right to delete your data from its primary data storage and to schedule deletion from the backup data storage in the course of its normal rotation/retention practices.

Security

The security of your information is important to us. Binder enforces high level physical and electronic security to protect users' information and personal details.

Q. What physical security does Binder use to protect User Data?

A. Binder servers are located in high security Data Centres protected by physical security, electronic surveillance and biometric security measures. Access is controlled and is under strict CCTV surveillance.

Q. How does Binder ensure that my information or personal details are not accessed by unauthorised parties?

A. Firstly, Binder provides you, as the User, control of who is allowed to access and use information. All access is logged and you are able to review details of use and access at any time.

Secondly, Binder User Data is transmitted over a secure channel using 256-bit SSL (Secure Sockets Layer) encryption to ensure that User Data cannot be accessed.

As further protection Binder also implements design principles which obfuscate User Data and render it extremely unlikely for meaningful User Data to be reassembled by an intruder without either User privileges or granted access.

Binder monitors developments in security and encryption technologies and continually reviews and updates its processes and procedures in line with industry standard.

Password security

Binder is serious about Password security. The breach of this is the most common way unauthorised access to private information is obtained.

Q. How does Binder protect against my password being compromised?

A. Binder takes the following steps to enforce password security:

- "Strong Password" requirement on registration by Users.
- User passwords are encrypted in such a way that no Binder employee is able to retrieve them.
- If a password is lost or forgotten, the user must go through a Password Recovery Process - by supplying additional information or by proving they are able to receive emails at their specified email addresses.

Data Sovereignty

Binder allows the User to select the jurisdiction or location of their data at the time they register their Binder account.

Q. Can Binder ensure that my User Data is always stored by Binder within my selected jurisdiction?

A. Binder will never transfer any User Data outside of the selected jurisdiction. User data will always be stored in the User Account and within the selected jurisdiction. However Binder cannot protect against a User's own actions - e.g. the User granting data access to a person outside of their selected jurisdiction.

Retention of data

Binder will only retain User Data which is necessary to provide you with services or to comply with its legal or contractual obligations.

Q. What is Binder's policy on retaining User Data?

A. Binder will retain your information to provide you with its services. Once you no longer need or require Binder services we will only retain such information as is required to comply with our legal obligations, resolve disputes, and enforce our agreements.

Consistent with these requirements, we will try to delete your information as soon as reasonably practical upon request. You should take into account that there may be latency in deleting information from our servers, backed-up versions might exist after deletion, and that we do not delete from our servers files you have in common with other Binder users.

System Requirements

Binder web application

The Binder web application is built on features found in modern browsers. The following browsers are supported:

- **Internet Explorer** 10+
- **Google Chrome** Latest version
- **Firefox** Latest version
- **Safari** Latest version

Binder desktop agents

The Binder desktop agents (for Windows and OSX) are currently in private beta. The desktop agents are not required for Binder to function. They provide additional functionality and convenience by allowing the Binder Web application to interact with the local filesystem and other desktop applications.

Binder mobile applications

The Binder mobile applications (for iOS and Android) are currently in private beta.

Binder Company Directors

Mr. Robert Kelly

Rob is a graduate in Bachelor of Laws from University of Sydney. Rob worked at Gadens, an Australian top 10 law firm, and was managing partner of the P.N.G. practice, managing partner of the Queensland practice, and finally six years as chairman of the board of the national firm. Rob gained extensive experience in all aspects of commercial law, specifically international commercial law, competition law and the energy and technology sectors.

In 2000, Rob moved into the data centre industry as Managing Director of Global Switch (Asia Pacific), followed by the information technology industry as director and founder of Extensia, BarWeb and Binder. Over the course of 15 years, Robert has developed these companies and demonstrated his expertise in management, business and IT strategy, and technical operations for companies providing SaaS and data infrastructure.

Robert was honoured as a Member of the Order of Australia in January of 2014.

Ms. Emma Hossack

Emma practiced as a Commercial Lawyer for several years in Banking & Finance, Intellectual Property and Trade Practices. Her passion for intellectual property, information technology and privacy led her to complete a Master of Laws with a focus on medico/legal and privacy/ethical issues in 2007.

Emma is presently the CEO of Extensia, a leading supplier of software solutions to the medical industry; and CEO of Binder, an information logistics platform used across all sectors. Emma's involvement on steering committees for clients implementing various technologies has given her practical first-hand experience in the implementation of a successful project. She maintains a position as the president of the Medical Software Industry Association, is the Immediate Past-President of the Australia and New-Zealand International Association of Privacy Professionals.

Emma’s experience as a privacy lawyer combined with her practical experience gives her a unique perspective on the issues surrounding security of information and the day-to-day demands on her clients. Emma’s experience is demonstrated by her frequent appearances as a keynote speaker, both in Australia and internationally.

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Binder Security and Reliability

- Client applications communicate with Binder services exclusively via HTTPS.
- User files and related meta-data are stored within Australia.
- User files are transmitted via HTTPS and encrypted at rest using AES 256 encryption.
- User files and data are stored at a sufficient level of redundancy to support the Binder Service Level Agreement.
- Load-balancing and fail-over procedures are in place to support the Binder Service Level Agreement.
- Firewalls are in place around server infrastructure to prevent intrusion.
- Suppliers to Binder offer appropriate SLAs to support the Binder Service Level Agreement.

Security protocols used by action

Action	Security for Action
Services communicate with underlying resources	Communications between the servers and the resources (eg. Database access) travel over HTTPS channels. Firewalls around the perimeter ensure that the resource servers are never presented with requests from anything other than the application servers
Services communicate between each other	Only HTTPS channels are used. Services shared secrets to verify the identity of the other service. Services rely on the Binder Authoritative Directory Service so they can be sure they are talking to the intended server.
Client applications communicate with the service APIs	All servers use REST to implement their APIs. All communications with the APIs must be over HTTPS or they will be rejected by the web server. API requests must include sufficient evidence that the request is authorized.

Backend Access

- Binder technical staff have no access to client files but are able to gain access with appropriate client authorisation.
- Production systems have management access locked to specific IP addresses within our network.
- Administration access to hosted management backend is limited to only a few staff and is secured with Multi-factor authentication for high level access.
- Developers have restricted access to only the resources they are required (no single developer has access to all resources).
- Each individual application or service has separate credentials with only the minimum required access.
- No application or developer credentials have access to remove objects from within the storage subsystem.
- All network access credentials are securely stored in a managed client-side encrypted password database.

Binder Product Roadmap

Over the coming year we will be making the platform even more useful by adding the following features:

- **Branded portals** – for a professional and sub-portals their clients.
- **Email archive and search** – Reliably backup and access all of your business emails.
- **Search everything** – Easily search all of your emails and all of your files and documents:
    - Add, modify and delete metadata relating to files.
    - Create searchable document libraries for your customers or members, based on available metadata.
- **Automation** – Easily setup rules to automate common tasks such as:
    - Automatically convert Word files to PDFs whenever they are updated
    - Get document sign-off from a group of users (such as a Board or a Committee)
    - Automatically push PDFs to your organisation web-site once they are approved.

Contact details

Binder

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