The Safety of Your Data at CVCheck

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The nature of CVCheck's services in the screening and verification means that we gather sensitive information from your company and the candidates you entrust to us.

You may be wondering how we manage this data? What measures or practices does CVCheck have in place to protect this information and, by extension, your company and its hiring brand?

You'll be happy to know that CVCheck puts information security and respect for privacy at the forefront of everything we do.

Here's a brief overview of the measures that CVCheck employs to securely manage the personal data we collect and the information we obtain or generate on your behalf.

In a Nutshell

CVCheck is 100% Australian owned. We control, store, and manage all data locally. All information is securely encrypted in transit and at rest. Data is stored in highly secure data centres in Sydney and Melbourne and backed up to encrypted and replicated data repositories to ensure that your data is never lost and can't be stolen.

We secure our application servers and your data behind load-balanced firewalls. Access to these systems requires a security certificate plus Virtual Private Network credentials and server login credentials. We only provide this access to the most senior members of our engineering team.

We also work closely with leading Australian IT security firms and government cybersecurity agencies to ensure the security and privacy of all our systems.

Privacy

The CVCheck platform has built-in privacy by design and privacy by default.

We comply with the relevant privacy legislation in Australia and New Zealand, which sets out the requirements for reporting and the notification to affected parties of any data breach or inadvertent release of information.

We also satisfy the General Data Protection Regulation for EU customers that came into effect on 25th May 2018.

Layered Approach to Security

CVCheck's layered approach to security follows industry best practices to provide the following benefits:

Security By Design
Our systems and processes are engineered to deliver security at all levels.

Management
ISO 27001 certification ensures that we have audited policies and managerial oversight from the executive level down.

Staff Training
Driving awareness and procedural compliance.

Physical security
We ensure controlled access to sensitive areas, manage physical and electronic documents, and use secure document disposal.

Platform security
Security architecture, designs and implementation of our software and systems.

Audits and testing
Security assurance through external and independent audits, review, and regular penetration testing.

Transactional security
Secure data transfer technologies and payment gateways

ISO 27001 Certification

CVCheck is certified to ISO 27001. Our Information Security Management System has been audited and assessed by an independent security auditor. Certification means that our security processes, policies and controls meet international standards.

Security Management

Under ISO 27001, management and awareness of security start at the top of the company.

Our Information Security Committee includes our most senior and experienced staff with a spread of expertise from Information Technology to Legal.

The Security Committee sets the security policy framework that defines security measures and responsibilities for CVCheck's staff and all operational departments.

Security by Design

A guiding principle at CVCheck is that security is most effective when 'designed in' as an integral part of every process and system.

We consider the implications for end-to-end security in every design decision we make, from the choice of technologies we use in our platform to the ways we communicate with our customers and candidates.

Training and Compliance

CVCheck embeds security in our culture. The first step in cultivating and reinforcing that culture is the induction training that all new staff members complete as soon as they join CVCheck.

All CVCheck staff are aware of and familiar with the relevant privacy legislation and the security protocols and practices that apply to their role in the company.

We also conduct periodic audits and ongoing refresher training in security and privacy practices and policies so that all staff maintain and high level of awareness and vigilance.

Physical Security

CVCheck maintains a clean-desk policy and pursues paperless office practices as the norm.

We dispose of all paper-based documents using secure commercial shredding or incineration services.

CVCheck's offices are also physically secure with a range of access control measures to ensure that unauthorised persons cannot gain entry to sensitive processing areas of the business without supervision.

Platform Security

CVCheck's engineering team have designed our online screening platform to ensure security from the ground up.

- File and database systems are encrypted at rest, which means that every piece of data is protected 100% of the time.
- Our application incorporates role-based and departmental security to segregate data and ensure access to sensitive information is available on a need-to-know basis.
- All functionality is implemented to support best-practice security defences to thwart scripting attacks and other hacker modalities.
- Firewalls and site monitoring block illegal traffic and record user events across the application to a separate audit server.
- We enforce the use of secure sockets between the user and our servers for all web page views (TLS 1.2 or later).
- Our application and operational processes only use secure point to point transport mechanisms to transfer sensitive data or materials. We don't use unsecured transmission mediums, such as email, to exchange data or provide results with our users.
- Our engineering teams complete ongoing industry training to maintain their awareness of current commercial security practices and hacker exploits, and the engineering techniques that protect against intrusion.
- We maintain rigorously updated patches on our servers to ensure that security updates are applied as soon as they are released.
- Your information is stored using secure AES-256 encryption in the Microsoft Azure and Amazon Web Services (AWS) data centres located in Sydney and Melbourne.

Audits and Security Testing

When it comes to security, a 'many eyes' approach is the most effective guarantee that weaknesses are detected and rectified.

CVCheck employs independent, industry certified security experts with the experience and track record to support our security aims.

We continue to run an annual program of penetration and security testing of the CVCheck online screening platform.

This testing regime is supported by ongoing audit and architecture reviews to maximise the security of our application and the servers it runs on.

Transactional Security

Our customers can be confident that transactions between their browser and the CVCheck website are completely secure.

CVCheck enforces secure socket layer (SSL) connections for every page of our website and our application. The use of SSL means that data

traffic between your computer and our site is encrypted and protected at all times.

We work with a PCI compliant payment gateway that we embed within our application. Our website never sees and never stores sensitive credit card data or other payment information.

Secure Data Management

All customer and operational data is held securely in Australian data centres. Our trained operators manage and process checks from our local operations centres in both Australia and New Zealand respectively.

The CVCheck application architecture includes redundant servers with automatic fail-over and load balancing to ensure high availability, robust performance, fast response times and data preservation in the event of an equipment failure.

You can have confidence that your data is handled securely. Our on-shore corporate structure and ownership means that there is no chance of foreign operators, parent companies or governments inspecting or obtaining your sensitive information.

Conclusion

At CVCheck, we see our services as an extension of your hiring brand. Your candidate's experience and the safeguarding of their personal data is one part of that brand experience.

As your partner, CVCheck delivers the expertise, attitude, and systems to ensure that your information, and that of your applicants, is held and managed securely.

Security is part of our culture, and we engineer it into the fabric of our business – it's not an afterthought.

You can rest assured that your data, and your brand, is in good hands.