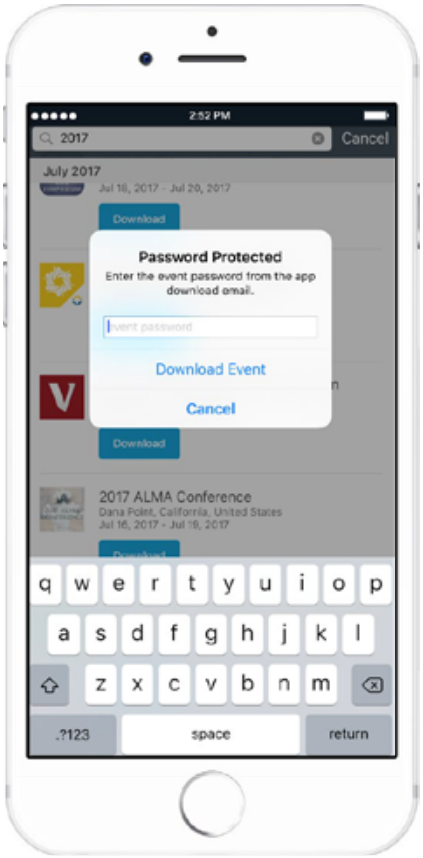
CrowdCompass Privacy and Security Controls

Deliver a secure, reliable and engaging conference experience

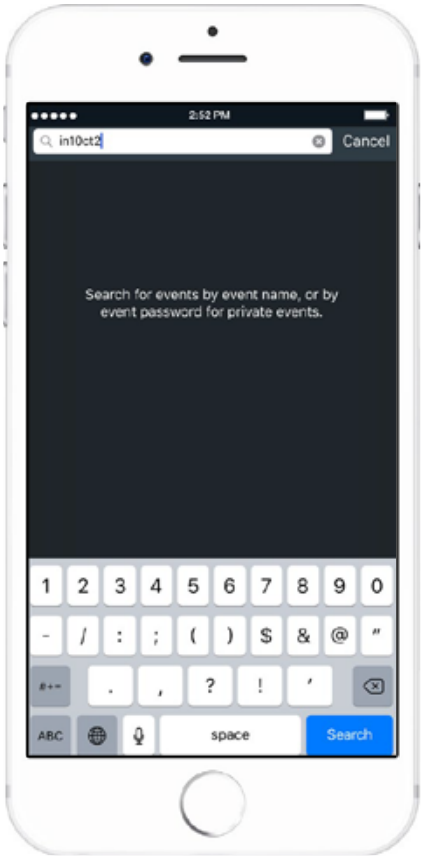
cvent | CrowdCompass

Secure Your Sensitive Event Content



Password-Protected Events

Add an additional level of security to searchable events by requiring an event code.



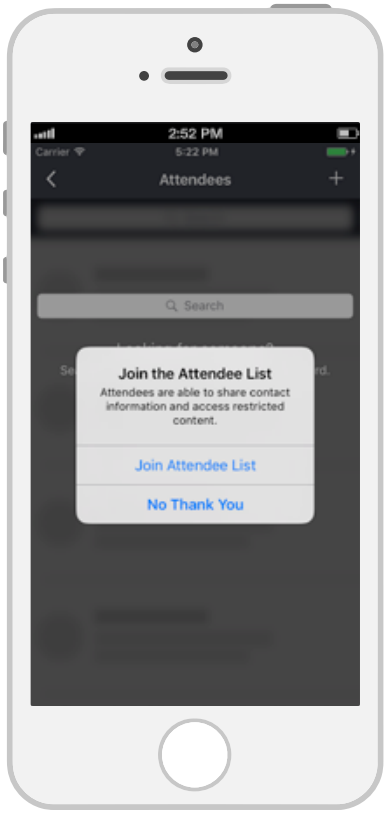
Hidden Event

Hide events so only attendees who enter the unique event code in the search box will see the event name or be able to access content.

Event Code Requirements

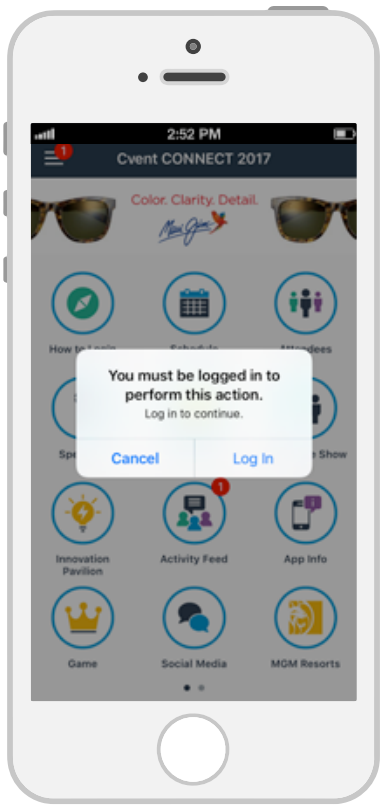
- Alphanumeric
- Minimum of 6 characters
- At least one letter and one number
- Avoid common words like ‘annual’, ‘conference’, ‘meeting’
- Avoid using company name, without added complexity

Event codes are unique to each event



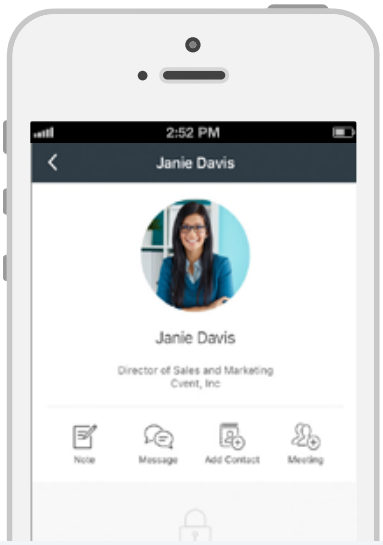
Invite Only Events

Only the users you invite will appear in the attendee list and be able to see other invited attendees.



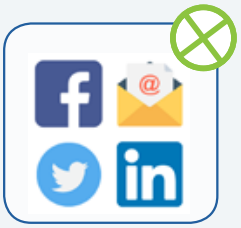
Lock your event icons

Lock individual event icons so only invited attendees who sign in to the app can access the information. Prevent sensitive content, like your attendee list, from going public.



Private Profiles

Provide your attendees with the flexibility to set their profiles to private.

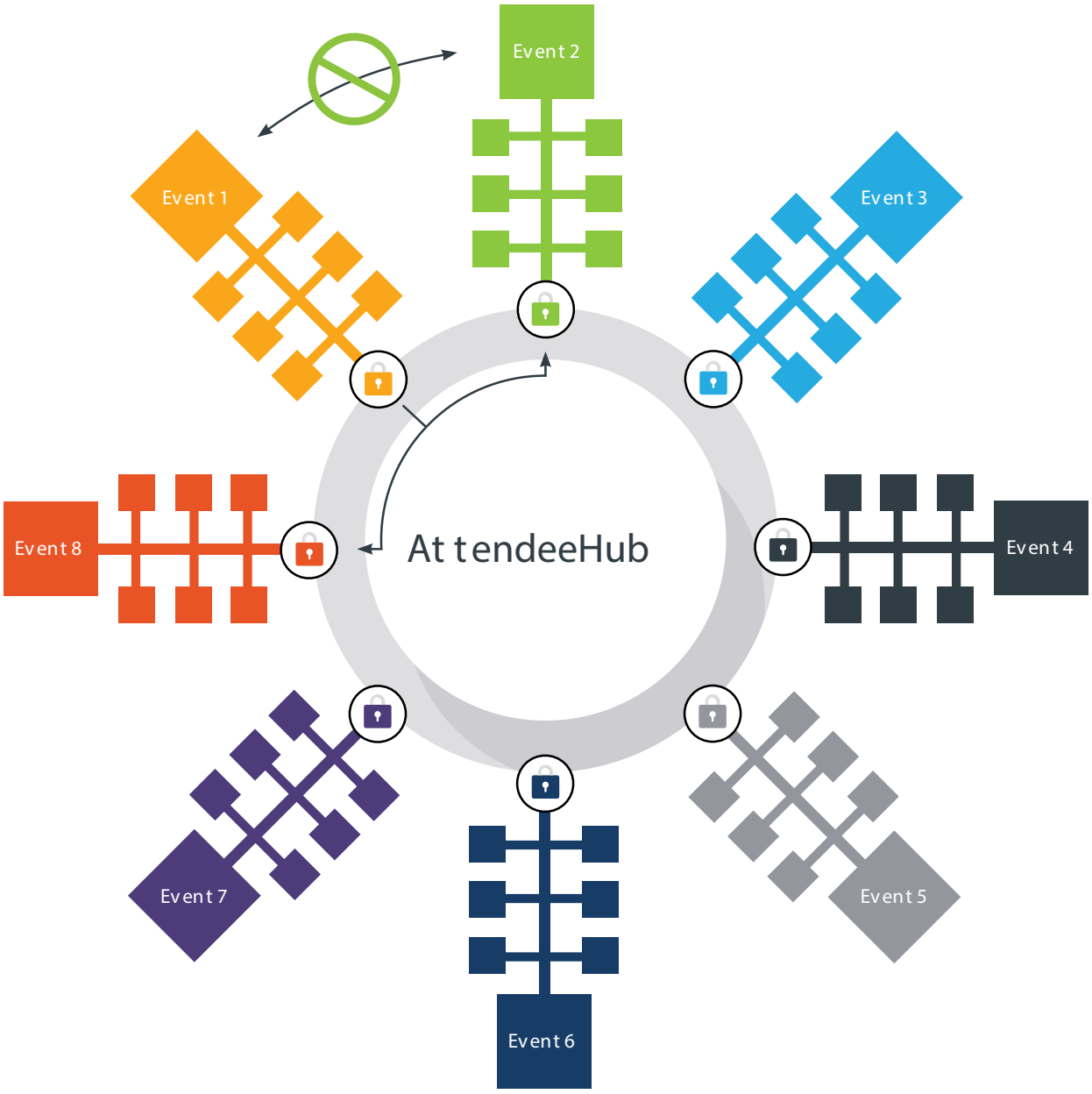


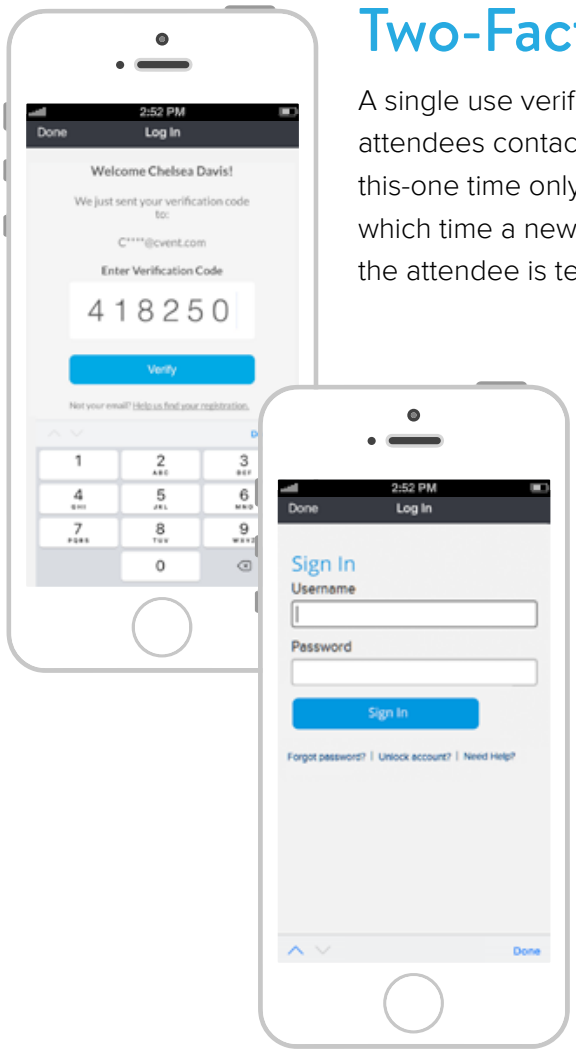
Keep your events on topic

Disable external social networks, Activity Feed, and/or SocialWall to stop attendees from posting and sharing inappropriate content. You also have the option to moderate and delete photos posted within the event app.

Event Content Separated for Security

Container apps, such as AttendeeHub, separate event specific content by using unique, encrypted databases. This means, even if your attendee has downloaded multiple events within the container, the event content from these events are still separated for security. In order for the user to switch between events, they will need to come back to the main list and choose the new event.





Two-Factor Authentication Log-In

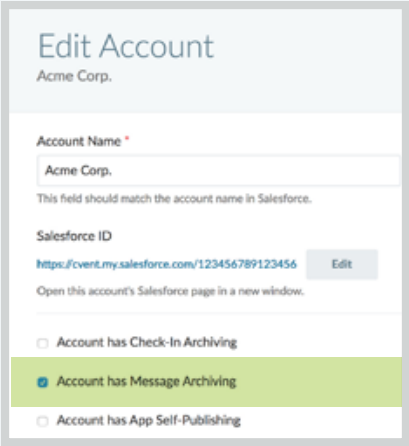
A single use verification code is emailed and/or sent via SMS text alert to your attendees contact information provided during registration. Attendees can use this-one time only code to log in to a single device within a 24 hour period, at which time a new code is automatically generated. After five incorrect attempts, the attendee is temporarily locked out.

Single-Sign On (SSO)

A premium offering, CrowdCompass SSO helps you control access, authentication and authorization to your app and data. Allow your employees to seamlessly log in using your organization's credentials. When SSO is enabled, your employees are recognized by their name or email domain and automatically go through your organization's SAML 2.0 supported authentication process. Never worry about forgotten passwords or former employees retaining access to your app.

Note: You must be utilizing SAML 2.0 in order to utilize CrowdCompass SSO.

Have external attendees at your events?
No problem! These attendees will go through CrowdCompass' two-factor authentication login process.



Compliance API

As regulatory and organizational requirements become more intertwined, it's increasingly challenging to provide attendees rich networking opportunities and confidently meet industry standards. The compliance API can be used to retrieve a raw data file containing copies of attendees 1:1 messages, appointments, check-ins, and profile details. All industries have their own set of requirements and this tool gives your IT team the flexibility to access this data when needed.

The General Data Protection Regulation (GDPR)

Technology used within the Meetings and Events industry such as registration systems, mobile event apps, post-event surveys and more can collect many types of personal information including: names, physical addresses, email addresses, computer IP addresses, session attendance, frequent flyer information, food preferences and more.

EUROPEAN UNION

GDPR sets guidelines for how this, and other, personally identifiable information (PII) should be captured, stored, accessed, and deleted. Importantly, GDPR's protections **follow the individual**; therefore, any organisation that collects (e.g., event planner or hotel) and processes (e.g., Cvent or any other partner of the planner or hotel) PII of EU citizens falls under these new regulations. So, whether you're hosting an event in London, Berlin, New York, or Tokyo, your event management systems are still responsible for protecting the data of any of the more than 508 million EU citizens who register for and/or attend your event. Learn more here.

As your trusted partner and the world's leading event management solutions provider, data security and management is top of mind in all that we do. Since our founding in 1999, Cvent's customers, including over 80% of the Fortune 100, have trusted us with the privacy and data management of 2 million meetings and events and over 83 million registrations around the globe.

Custom Privacy Policy

Display a privacy policy so attendees are made aware of important legal obligations. You can display the default CrowdCompass policy or replace it with your own corporate policy.

Industry Standards Certifications

We go beyond the minimal requirements to ensure that data is safe with important security certifications, all while maintaining a historical uptime above 99.99%.

- *SOC 1&2*
- *ISO 27001*
- *OWASP compliant*
- *AES 256 bit SSL encryption*
- *Annual penetration testing*

OPERATIONS INFRASTRUCTURE

Redundancy

Data backups are run on an hourly basis. All backups are highly redundant and secure. Databases are replicated with automatic failover if the designated master fails. We are deployed in multiple availability zones at AWS - (same as below).

Auditing

An external ISO 27001 and SOC 1&2 audit is completed annually against CrowdCompass. AWS maintains various certifications and adheres to multiple privacy, law, and regulatory programs. https://aws.amazon.com/compliance/

Monitoring

With a high level of visibility into the system, staff can diagnose issues immediately—often before problems occur. CrowdCompass' 24/7 Network Operations Center (NOC) is constantly monitoring thousands of alert generating performance variables to ensure a consistently high level of service.

App fault tolerance

Our mobile apps are designed to be extremely fault-tolerant and effective offline. The more common case, rather than a disaster, is bad conference Wi-Fi or loss of connectivity during the event. In that case, the apps function in offline mode — taking advantage of truly being native apps — and send data back to the servers when the device regains connectivity.

SECURITY INFRASTRUCTURE

Physical security

Our data center services are located in a secured facility — AWS US-WEST-2 (Oregon)— that uses video cameras, multi-factor access control and individually keyed server racks. AWS has achieved ISO 27001 certification and has been validated as a Level 1 service provider under the Payment Card Industry (PCI) Data Security Standard (DSS).

Controlled access

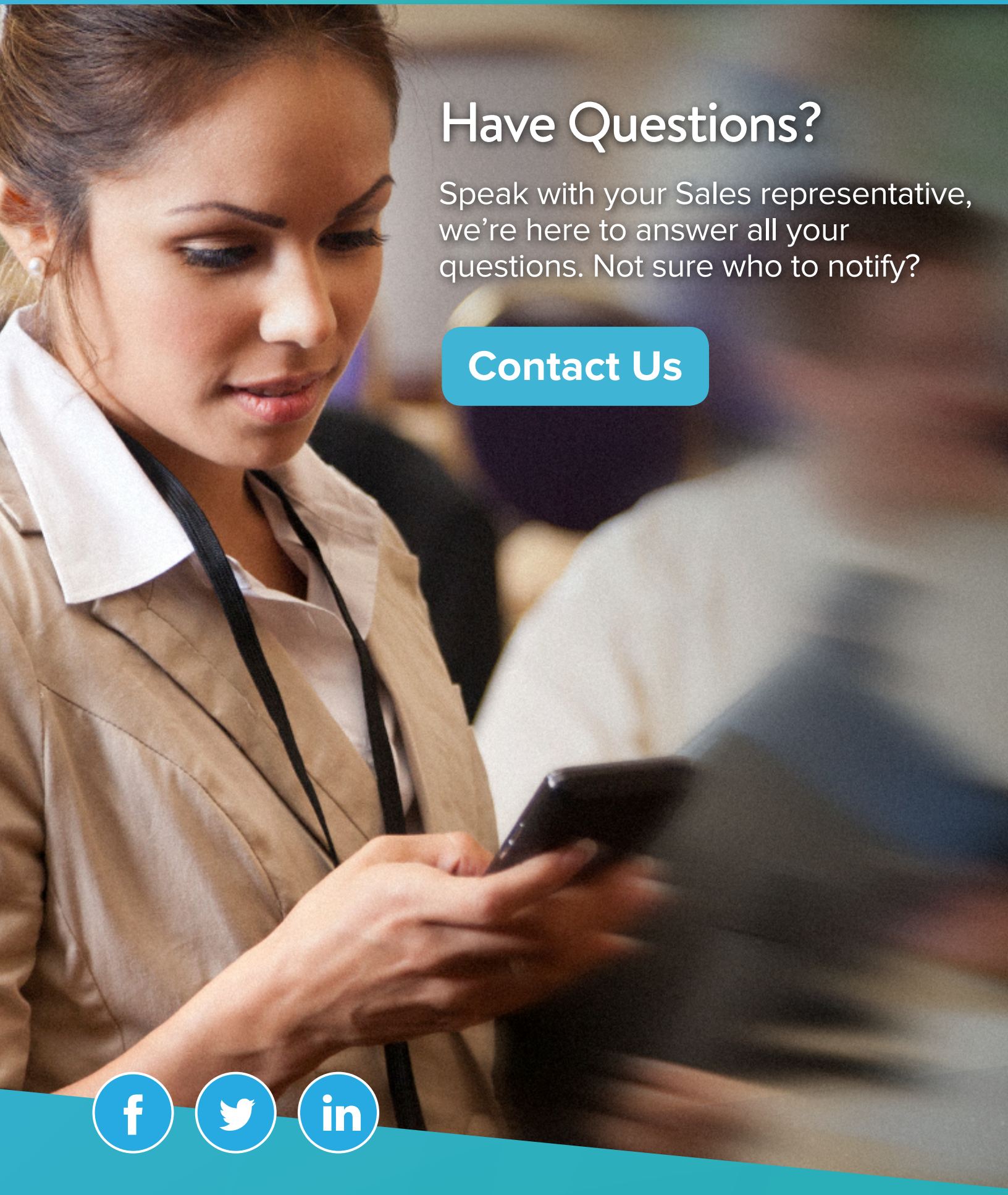
CrowdCompass restricts access to your data based on the principle of least privilege. Access to all databases, applications, operating systems and physical media is strictly managed to ensure only individuals with a specified need have access to your data.

Network security

CrowdCompass uses a multi-layered approach based on proven security practices, including intrusion detection, permission-based firewalls and DoS protection. Data in transit is protected using TLS 1.2.

Application security

The communication mechanism between the app and the backend CMS (EventCenter) is 256 bit SSL and encrypted during transit. The backend has been penetration tested. The mobile app stores data locally on AES-256 encrypted SQLite database files and removes all sensitive cached data upon closing the app. There are no security-sensitive information in the source code or the packaged app (including the APK and iOS binary files). Encryption keys are fully protected with hardware keychain stores to prevent extraction through software exploits.


Have Questions?
Speak with your Sales representative, we're here to answer all your questions. Not sure who to notify?
Contact Us