

Informa Digital Event Security

29 July 2020



Swapcard Digital Event Security

Secure Digital Events

Informa digital events are secured by employing a layered defence-in-depth approach, comprising administrative, technical and physical controls aligned with industry good practice to protect the confidentiality, availability and integrity of digital technology, content and customer data. This document brings together a high-level technical overview of how Informa protects our customer's data and our leading brands digital events on the Swapcard platform.

Digital Event Account Login

- To access an Informa digital event customers must supply a valid email address and password. Technical controls have been employed to aid customers in choosing passwords that are hard to guess.
- Customer digital event sessions are protected by the Transport Layer Security (TLS) 1.2 protocol and encrypted using a modern cipher suite.
- Customer account passwords are stored and protected using a modern cryptographic hash function.

Secure and Scalable Infrastructure

- Digital services are hosted in multiple European data centres engineered to be highly secure and redundant enabling automatic fail-over without interruption to our digital events.
- A global Content Deliver Network (CDN) is used to deliver digital event content fast, securely and reliably.

Security Operations Centre

- Informa digital events are monitored for cyber threats by a specialist Managed Detection and Response (MDR) security provider.
- Digital infrastructure is protected by an End-Point Detection and Response (EDR) technology monitored by a specialist security provider.

Additional Security Features

- All Informa digital events are protected by a managed Distributed Denial of Service (DDoS) service minimising any disruption to our digital events and customers experience.
- A Web Application Firewall (WAF) protects the web applications and API's from common web exploits.

Security Testing

- Full scope web, mobile, and infrastructure penetration testing has been undertaken by CREST approved security professionals in 2020.