

Confidentiality system of automatic translation service (T-400)

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① Public authentication and accreditation

Privacy Mark obtained

Registration No. :17001847 (04)
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Valid period : March 17, 2020 to March 16, 2022



② Our information management system

Employees handling information are limited to only the minimum required in our development department and those employees are provided with education and guidance concerning security management as necessary, particularly to improve their attention and awareness. This service has been developed and is being operated by our employees only and is not outsourced.

- **Operation of company-wide security policy**

Information management is properly executed, mainly by the information system department that the director or chief information officer (CIO) is in charge of.

- **Security policy operation by development and operation department**

Security management is performed under the command of the development division director and in accordance with the life cycle of software.

- **Security operation of CSM department**

Customers' personal information handling and security management for this service are executed under the supervision of the CSM department manager.

③ Separation of data of each customer

- **Data storage in database**

A database is created for each customer (customer company ID) and is managed, physically and logically separated from the databases of other customers.

④ Prevention of information leak

- **Data encryption on internet**

Communication between the web browser that runs on your personal computer and our T-400 service is encrypted by https (TLS-1.2/1.3 supported), so that there is no possibility of your data being viewed by a third party.

- **Environment of service infrastructure**

The components (service device, network device, storage device, and the like) of this service are installed in a data center in Tokyo which has obtained various information-security-related authentications (including ISMS and PCIDSS). This data center is manned 24 hours a day, 365 days a year and is protected against unauthorized accesses from outside by human, or any physical, or technical means.

⑤ Storage of translation data in system

- **Storage period of translation data**

- The result of translation carried out in the past 2 weeks can be viewed with the ID of the user who logged in.
- The translation data will be automatically deleted from the server 2 weeks later.
- You can delete the result of translation by using the "Delete" button on the web screen whenever you like.

- **Deletion of customer's data following contract termination**

- The data will automatically be deleted from the service 1 month later.
- It can also be deleted immediately after the contract termination upon request.
- Once deleted, the customer's data cannot be restored.

- **Regular data back-up cycle**

The regular data back-up cycle is once a day. Three generations of backup data are always preserved.

- **Copying and reusing data**

Data can be copied for the purpose of backup only.

This service does not reuse or secondarily use any of data fed by the customers as its machine learning for the translation accuracy improvement is carried out based solely on data collected independently.

⑥ Measures against vulnerability

- Should any vulnerability be detected, the operation is immediately checked in a test environment and a solution verified in the test is applied to the production environment as necessary.
 - Firewall / IPS / WAF
 - OS, middleware (Web Server, DB Server, etc.), application

⑦ Use of external public cloud

- **The following languages are translated by Rozetta's original Machine Translation Engine through translation processes using hardware and software all procured by Rozetta. All the data is managed in Japan.**

Japanese-English /English-Japanese translation and a part of Japanese-Chinese/Chinese-Japanese translation (*1)(※)

Between other languages (*2).

- *1 In some languages other than "Japanese-English/English-Japanese translation and a part of Japanese-Chinese/Chinese-Japanese translation", you may use "Public Cloud Service" below. You can also do a certain setting to translate the above languages with Rozetta's engines only without using external public cloud services.
- *2 The following languages are applicable to such settings;
- English, Korean, Thai, Vietnamese, Tagalog, Indonesian, Hindi, and Malay Russian, Arabic, Bengali, Persian, Turkish, French, German, Italian, Portuguese, Spanish, Greek, Finnish, Polish, Swedish

- **The following languages are translated by Rozetta's original Machine Translation Engine, operated on IaaS, AWS.**

A certain part of Japanese-Chinese / Chinese-Japanese, and Japanese-Korean / Korean-Japanese (*3,*4).

- *3 All data is managed in Japan and will not be transferred to any other companies. If you wish to have a detailed security policy for this cloud translation services disclosed, please contact our sales representative.
- *4 Several alternatives are available for restricting the use of IaaS.

- **The other languages are translated by APIs supplied by external public cloud services.**

All the other languages than Japanese-English / English-Japanese, and a certain part of Japanese-Chinese / Chinese-Japanese and more, as above. (*5,*6).

- *5 How data is handled by an external public cloud services depends on the privacy policy of the external public cloud service used for the subjected translation.
- *6 Several alternatives are available for restricting the use of external cloud APIs.

⑧ Conclusion of non-disclosure agreement

- An individual non-disclosure agreement can be concluded.

Terminology

- T-400 : Translation for Onsha Only
- HTTPS : Hypertext Transfer Protocol Secure
- TLS : Transport Layer Security
- ISMS : Information Security Management System
- PCIDSS: Payment Card Industry Data Security Standard
- IPS : Intrusion prevention system
- WAF : Web Application Firewall
- SLA : Service Level Agreement
- CSM : Customer Success Manager

End