# saasyan

# Technical & Security Overview

## Saasyan Assure

Assure is Saasyan's flagship product providing AI-powered student safety and wellbeing by enabling schools with advanced detection and intervention tools against student cyber-bullying, self-harm, suicide and threats of violence and terror at schools.

Today, we're ensuring the safety and wellbeing of over 400,000 students across 600 government and non-government schools.

Our mission has just begun!

## Contact Us

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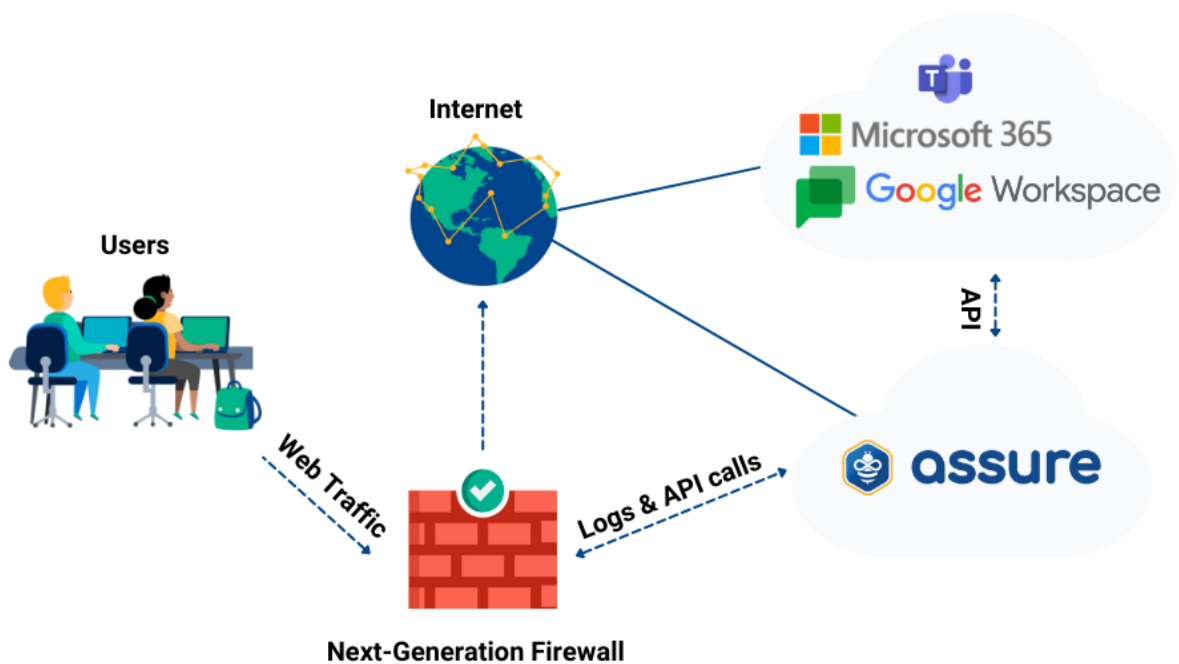WATCH DEMO          GET A QUOTE

# How Assure Works

Assure collates, aggregates and analyses the data from across the school's network to identify, alert and report against high-risk behaviour.

Assure is a cloud-based software solution; it does not require any hardware and does not install any agents on devices.



# Integrations

Saasyan Assure integrates with and leverages best-in-class technologies already deployed, including your school's:

- Identity Management system
- Security & Next-Generation Firewall
- Productivity tools
- Learning Management Systems
- School Management and Timetable tools

# Saasyan Assure Solution Snapshot

## Functions

Monitor
Detect
Alert
Investigate
Escalate
Report
Archive
Temporary Firewall Rule
Overrides

## Coverage

Web-searches
Web sites visited
Videos
Chat
Email
Social media
Emojis

## Detection

#self-harm
#cyber-bullying
#eating-disorder
#sexual-language
#violence #profanity #suicide
#drugs #alcohol
#racist-slurs
#sexism #LGBTI-slurs
#religious-slurs
#aggression #terror
and more.....

## Saasyan Assure For School IT

- No Hardware (Assure is an all-cloud SaaS solution)

- No Agents on school servers or student devices

- No impact to internet or server performance

- Encrypted Data SSL connection

- Highly scalable – Assure is hosted on Amazon Web Services

- Fast Responsive – leveraging cloud computing, Assure's searching, filtering and reports respond in milli-seconds

- Easy compliance with Data Retention policy

- Integrates with school identity management system

- Integrates with security and next generation firewall

- Eliminates demands by teachers on IT staff for temporary changes to firewall policies

- Eliminates demands by wellbeing leaders on IT staff for running searches and reports on student online activity

# Saasyan Assure Feature Highlights

## Functions

### Reports

Designed for ease-of-use by teachers, well-being professionals and other school staff.

The ready-to-use reports quickly and simply display the websites and applications the students are accessing and the searches they are performing.

### Alerts

Using artificial intelligence and dictionary-based matching techniques to determine if trigger words and phrases are being used.

This includes:

- Popular search engines
  - Google
  - Bing
  - Yahoo

- The titles of YouTube or Vimeo videos that have been watched

- Chat messages and emails sent using Microsoft 365 or Google Workspace

### Firewall Rule Overrides

Assure helps to keep students engaged in the classroom by enabling teachers to quickly create rules that allow or deny a specific web page, web categories, or web applications for a class, a student or several specific students.

This not only reduces teacher and class wait time, but it also reduces the workload of IT teams.

Each rule can be permanent, temporary, or scheduled for a specific class

## Crowd-sourced Words & Phrases Dictionary

Assure's crowd-sourced words & phrases dictionary helps schools identify harmful words and phrases. Saasyan's 600+ school customers who among them are responsible for 400,000 students have the option to share (crowd-source) the trending and emerging words and phrases they wish to monitor and report. When one school adds a phrase, 599 other schools are empowered.

In a world where there are constantly new trends in terms of language and activities that the younger generations are privy to and taking part in, this is a fantastic feature that will help your team stay up to date on those trends and help you track them going forward thanks to our vigilant Assure users from across the globe.

# Monitor Email and Chat

Assure applies advanced analytics and AI across all student digital activities, including in chat, email, search, websites, social and videos with:

- Crowd-sourced words and phrases dictionary to identify harmful words and phrases

- Fuzzy logic & near-term analysis to identify misspelt harmful words and phrases

- Natural Language Processing to identify harmful context in search, chat, emails and video titles

- Cohort analysis to reduce false-positive alerts and to identify anomalies

- Recurrence analysis to identify patterns in behaviour that needs attention

| Microsoft 365 | Google Workspace |
|---|---|
| **API Connector for Microsoft 365** | **API Connector for Google Workspace** |
| Schools are able to apply Assure's advanced analytics and AI features to monitor **Teams Chat** and **Outlook Emails** to detect, alert, investigate and report concerning student safety and wellbeing issues. | Schools are able to apply Assure's advanced analytics and AI features to monitor **Google Chat** and **Gmail Emails** to detect, alert, investigate and report concerning student safety and wellbeing issues. |
| READ MORE | READ MORE |

# Assure Data Security FAQ

The next few pages cover some commonly asked questions around data security for the Saasyan Assure software.

Saasyan is committed to protecting the privacy of customers and their students' data collected via Assure.

This privacy statement applies to the data collected by Saasyan through your use of our Assure cloud-based offering (the "Service," as further defined below); it does not apply to other online or offline Saasyan products or services.

To view the full Saasyan Privacy Policy click here.

## Data Encryption

To keep data secure in transit, all data is encrypted in transit using TLS. This includes the communication between the Assure Collector VM/Assure Agent and the Assure SaaS cloud.

To keep your data secure at rest, Assure encrypts each block using hardware-accelerated AES-256 as it is written to disk. This takes place at a low level in the I/O subsystem, which encrypts everything written to disk, including intermediate query results. The blocks are backed up as is, which means that backups are encrypted as well. Encryption keys are managed using AWS KMS.

## User and Service Credentials

User credentials are not provisioned/stored in Saasyan Assure.

Assure solely relies on the school's/department's/district's IDP for authentication and authorization purposes. The protocols supported are LDAPS and SAML v2.

Application/service credentials are stored in AWS KMS and are accessible only to the microservices that require them.

# FAQs

## 1.0 Communications and Operations Security

### 1.1 How is data backed up?

Data is backed up through very frequent snapshots and daily backups.

Backup data is encrypted and stored in an alternate availability zone within the AWS Sydney region.

### 1.2 How often are backups performed?

Data is backed up through very frequent snapshots and daily backups.
Backup RTO is sub 4h and RPO is sub 10 min.

### 1.3 How are data backups protected from unauthorized access?

All backup data is encrypted at rest using 256-bit encryption and the keys are managed by AWS KMS. Backup data is protected from AWS access through our least privileged access policy and two-factor authentication enforcement.

### 1.4 How is data transferred securely?

TLS encryption is used for data in transit and data at rest is encrypted using the AES-256 algorithm.

### 1.5 How is system access logged, monitored and alerted?

System access is logged on the following levels:

- Application: the application logs privileged user activity
- Authentication and authorization (both for non-privileged and privileged access) is logged.

The abovementioned logs are tamper-proof and are analyzed continuously to identify suspicious activity.

### 1.6 Are there regular network penetration and vulnerability scans performed?

Penetration tests and vulnerability scans are conducted by a third party once a year.

# 2.0 Information Systems Acquisition, Development & Maintenance

## 2.1 What cryptographic mechanisms are used, in storage and transmission?

All data is encrypted in transit using TLS and all data is encrypted at rest using 256-bit encryption. The keys are managed using AWS KMS.

# 3.0 Physical Security

## 3.1 Are Saasyan's data centres outsourced to third parties? Where are they physically located?

Yes, Saasyan uses the AWS Sydney region to provide our SaaS services to Australian schools. The Sydney region comprises of three availability zones.

## 3.2 How is data centre access monitored, logged and alerted?

Saasyan's services are hosted on AWS.

Please refer to https://aws.amazon.com/compliance/data-center/controls/ for a description of the monitoring and logging controls in place.

## 3.3 What certifications do the data centres have?

Saasyan's services are hosted on AWS.
Please refer to https://aws.amazon.com/compliance/programs/ for the list of certifications held by AWS.

# 4.0 Data Assets

## 4.1 What data types are captured by the service/product?
   a) PII
   b) Financial
   c) Corporate

The Assure software collects Username, Group Membership, Web Access and Traffic Logs.
(a) PII: The data we capture is of the PII type, albeit of the indirect kind.
(b) Financial: No financial data is retained.
(c) Corporate: No corporate data is retained.

# 5.0 Governance

## 5.1 What formal security policies and standards does your organization have in place?

Our formal security policies are ISO 27001 aligned and we are working on our formal certification.

# 6.0 Human Resource Security

## 6.1 Are employees and contractors required to acknowledge and accept policies?

Yes, all Saasyan employees are required to acknowledge and accept policies. This includes but is not limited to our information classification and handling policy, human resource security policy, acceptable use policy, clear desk and clear screen policy, and the change management policy.

## 6.2 Are employees and contractors required to sign confidentiality agreements?

Yes, all Saasyan employees are required to sign a confidentiality and intellectual property deed.

## 6.3 Are criminal record and/or background checks undertaken during recruitment and/or employment process?

Yes, successful candidates are required to produce the following before they are hired:
1) Police Check
2) Visa Check
3) Working with children check

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