

HP PrintOS security and availability



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HP PrintOS is a print production operating system with a set of Web and mobile apps that help simplify and automate production so you get more out of your HP Graphics printers and presses. Use this solution to continuously improve operations, inspire your staff, and make better, faster decisions. Take advantage of PrintOS to manage any number of jobs from submission to shipment, to collaborate with partners and colleagues, and to discover new opportunities for growth. And finally, access this open and secure cloud-based PrintOS platform anytime and anywhere.

HP is absolutely committed to making sure data in the cloud is protected to the highest degree. The information in this document focuses on the security and availability of the HP PrintOS solution. It describes the measures we're taking in different areas to address any concerns you might have about the confidentiality, integrity, and availability of your systems and data.

Security

HP works to maintain the highest standards of security in order to protect your information. When data is sent to the PrintOS cloud platform, users can be assured that HP has done everything possible to safeguard the information in its possession. In order to meet the growing demands and challenges of the modern cloud environment, HP is constantly monitoring and improving the applications, systems, and processes critical to the HP PrintOS solution.

From secure and highly available data centers to strict adherence to security monitoring and management, HP applies a layered approach toward protecting your information and your print business.

Secure and highly available data centers

HP's security strategy focuses first and foremost on the data centers that house your information. While you cannot visit the data centers that HP uses to house the PrintOS platform, our vetting process verifies that these locations are audited and certified by third-party agencies. HP data centers have achieved ISO 27001 certification and are validated as a Level 1 service provider under the Payment Card Industry (PCI) Data Security Standard (DSS). In addition, our data centers undergo annual SOC 1 audits and have been successfully evaluated at the Moderate level for Federal government systems as well as DIACAP Level 2 for Department of Defense systems. Data centers are staffed 24x7 by trained security guards; and access is authorized strictly on a least privileged basis.

Compliance framework

HP's adherence to global standards makes it easier for you to comply with your own national and regional requirements. We maintain a dynamic compliance framework by tracking and anticipating evolving standards and regulations. The PrintOS compliance framework has been designed to consistently address multiple certifications, regulatory requirements, and third-party attestations.

Secure communications and data protection

To ensure a high level of data protection, HP applies multiple measures. We safeguard data in transit by using a TLS 1.2 connection. Data at rest is stored on an encrypted file system using LUKS with a 1024 bit key or AES 256 Encryption. Passwords are salted and hashed using SHA-256. And the PrintOS platform is required to follow a comprehensive vetting process that includes passing the internal security architecture checklist, expert code review, and vulnerability fuzz testing.

Secure account management and auditing

Access to your data is protected via authentication, authorization, account management, and audit logging. These factors are evaluated as part of the architecture security review process.

HP maintains detailed audit logs that capture such data elements as account name, date, and time stamp, as well as activity performed. Access to the database is limited to authorized personnel only. And audit logs are regularly backed up and maintained.

Data privacy

HP has a documented and published privacy statement that strictly prohibits the sale, rental, transfer, trading, or disclosure of personal information to third parties. HP's privacy standards are global and accessible on the PrintOS website or by visiting hp.com/go/privacy.

HP provides and requires security and privacy training for HP employees who handle confidential or personal information. HP also adheres to global personally identifiable information (PII) standards and processes.

HP employs administrative, technical, and physical safeguards for customer environments and leverages industry programs such as Safe Harbor, ISO, and others to help keep your information confidential.

Disaster recovery and backups

Information is an asset that must be available at all times. PrintOS runs in an industry leading cloud design, providing physical and logical redundancy at every layer. Each layer of virtualization is redundant to provide high availability and scalability.

Security monitoring and management

We also keep your information from falling into the wrong hands. Firewall and private subnets block unwanted access to our environments; and our intrusion detection systems work around the clock, providing high levels of protection for customer data. HP regularly reviews the environment for application and infrastructure vulnerabilities; and, in case of an incident, our incident response team engages to help resolve the situation.

Safe Harbor and binding corporate rules

HP complies with the U.S. – E.U. Safe Harbor framework and the U.S. - Swiss Safe Harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal data from European Union member countries and Switzerland. HP has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement. To learn more about the Safe Harbor program, and to view HP's certification, please visit export.gov/safeharbor/

HP has also established a set of binding corporate rules (BCR), which have been approved by all Data Protection Regulators in the European Economic Area (EEA) and Switzerland, effective June 2011. The BCR ensure that personal data of covered individuals in the EEA is adequately protected while being processed by any of HP's global entities.

Availability

Because your information and your business are valuable to HP, site availability for the PrintOS cloud platform is no less than 99.9%.

As with any software as a service (SaaS) application, HP will occasionally have planned downtime for maintenance or to improve, add, or remove features or capabilities we believe are right for our business and customers. Planned downtime for these reasons is not included in the calculation of the PrintOS solution availability.

PrintOS solution availability also does not include unavailability of the service caused by circumstances beyond HP's control. These exceptions include, but are not limited to, failure of computer infrastructure systems at a customer's place of business or defects in the transmission of any information caused by acts of God, acts of government, flood, fire, earthquakes, civil unrest, acts of terror, strikes, or other labor problems.

HP will use commercially reasonable efforts to schedule and notify customers of all planned downtime.

Conclusion

Just as the cloud is creating new opportunities in the way we deliver and consume technology, HP PrintOS is transforming the way print service providers—small and large—run their business and generate profit. Differentiating the HP solution is the extent to which we go to make sure your data and systems are secure for as long as you use the application. With confidentiality, data protection, and availability at the heart of our security strategy, you can trust HP and the PrintOS platform to help safeguard your information and your business.

Learn more at
hp.com/go/printos

