

## TTHM Data Storage Policies 2026

### Tele-Town Hall™ and Telephone Town Hall Meeting Inc. – Data Storage Policy

#### Where is client data stored?

Data on the Tele-Town Hall system is securely stored in a military-grade, ultra-secure data center in Iowa. (<https://www.infobunker.com/>) Physical access to the servers in our colocation facility can only be accessed by Infobunker technical support personnel. Administrative access via the WEB to data servers is limited to employees who have worked within the company for many years, and who have signed Non-Disclosure agreements. Access to systems is provided on a need-to-have basis, taking into account segregation of duties. Every access to the servers is logged for future analysis.

Telephone Town Hall Meeting operations managers store client setup documents, reporting data and forum recordings offline. TTHM uses hardware-encrypted vault storage that is not accessible remotely, and that cannot be accessed physically without credentials. Each computer user employs the highest rated Antivirus/Antitheft software available in addition to a VPN when using browsers. All information and data sent or received by TTHM emails is encrypted and delivered using advanced Google Workspace security features that are compliant with and certified by HIPPA, ISO/IEC, AICPA/SOC and EY CertifyPoint.

#### How is client user account access secured?

Access to client accounts on the Tele-Town Hall system is only available to the client via a unique set of login credentials through our secure Web portal. All stored user passwords are encrypted. All connections to servers from the WEB use Secure Socket Layer, a standard security protocol for establishing encrypted links between a web server and a browser in an online communication. The usage of SSL technology ensures that all data transmitted between the web server and browser remains encrypted. TTHM limits employee access based on role, and only operations managers have full access to client user accounts. We also limit client access to user accounts to a passive role in order to further ensure the security of data, and to safeguard the integrity of our live-produced events.

#### Data Removal Notes:

Data is removed from all Tele-Town Hall and Telephone Town Hall Meeting systems upon request by the client. We are always happy to abide by custom client requests for handling and disposing of their data.

#### Data Sharing Notes:

Client data is never sold or shared with third parties.

