

The background of the top section is a blurred photograph of several people in an office setting. A white horizontal bar is overlaid on the bottom of this image, containing the text "Security & Reliability".

Security & Reliability

Mindjet[®] CONNECT

When it comes to the security of your vital business information, nothing can be left to chance.

Providing you with a high level of security is a top priority. We take our responsibility to provide you with a reliable, secure workspace very seriously and have taken several steps to protect your content.

PHYSICAL SECURITY

To protect your critical information, we have chosen a third-party colocation facility with industry-leading physical security. Their security controls have been audited in-depth by an independent third party and they have been awarded SAS 70 certification.

You won't find their building - it's unmarked. It has cameras, on-site security guards, false entrances, portals and man traps, bulletproof glass and walls, and personnel must use biometric palm scanners to gain entrance. There are environmental controls, fire suppression devices and the server racks are anchored to concrete slabs and braced with seismic isolation equipment to protect against earthquakes. The buildings have multiple HVAC units with high volume, zoned temperature control systems.

The service has N+1 redundant design, meaning that the overall system integrity is not impacted by the failure of any one component, and will continue to function at acceptable performance levels after the loss of any single component. There are multiple UPS (Uninterruptible Power Source) systems, generators and short-notice diesel refueling available should there be a power outage.

DATA SECURITY

Firewall mechanisms, virus scanning and intrusion detection software are continuously monitored by security experts. All data is transmitted over 128-bit Secure Socket Layers (SSL) protocol ensuring information is neither intercepted nor corrupted during transmission over the Internet.

To ensure the highest possible reliability, Mindjet offers full redundancy of all system components. The Mindjet hosting service is fully redundant with respect to load-balanced hardware, power, and Internet connectivity. Additionally, we regularly perform full and incremental backups of your stored data. Mindjet will retain your content on our servers while you are a customer and for a short time thereafter in accordance with our Terms of Service.

APPLICATION SECURITY

Mindjet Connect provides a secure, real-time workspace for you to collaborate with your colleagues. The security of your data starts with strong credential encryption during registration. Mindjet Connect requires your team members to authorize themselves by having a personal account first, with an assigned login name and a secure password.

The Account Owner decides who can create workspaces. Users must be invited to access content. Workspace owners decide who has owner, author and reader privileges in each workspace. These roles are strictly enforced. Workspaces are seen only by designated workspace members. There is a strict logical separation of content between accounts enforced by a single security checkpoint in the code to prevent any data leakage.

Additionally, documents can be locked to prevent changes. Users, with proper access rights, may check out and check in unlocked documents. Prior versions of documents may be saved and accessed as well.