



Security Overview

Microsoft Partner
Gold Customer Relationship Management

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1. Document Purpose

ClickDimensions understands that in today's environment customers are concerned about how their data is accessed, processed and secured. Customers must be able to trust that their data is safe and that it will only be used in a way that is consistent with their expectations.

This document has been created to provide an overview of data usage and security-related topics pertaining to the ClickDimensions solution.

2. Solution Overview

ClickDimensions bridges the gap between sales and marketing by fully integrating marketing automation activities directly into Microsoft Dynamics CRM/Dynamics 365.

2.1 Functionality

ClickDimensions is fully embedded in Microsoft CRM – all features are accessed through the CRM interface and data is stored in your CRM database.

The built-in email marketing capability in the ClickDimensions solution provides an intuitive experience that allows users to create and send bulk HTML emails with send, open, click and bounce data reported at the mailing (aggregate) as well as individual recipient level. Our easy-to-use editors make creating an email simple.

ClickDimensions also provides web intelligence, lead scoring, nurture marketing, social discovery, form capture, surveys and more.



ClickDimensions allows organizations to discover who is interested in their products, quantify their level of interest and take the appropriate actions.

2.2 Certifications and Awards

ClickDimensions is the highest-rated marketing solution on Microsoft's Dynamics Marketplace. Our solution is Microsoft CRM certified, and we are a Gold Microsoft Partner for CRM.

ClickDimensions was named by Microsoft as the 2012 Microsoft Dynamics Marketplace Solution Excellence Partner of the Year Award winner.

ClickDimensions was the first ever Dynamics CRM ISV to be named to the invitation-only Microsoft BizSpark One program.



2.3 Solution Elements

There are three key systems involved in the delivery of ClickDimensions functionality:

- Microsoft Dynamics CRM/Dynamics 365
 - Your CRM data is held securely within your CRM database
 - From your CRM instance you access the ClickDimensions tools to build email templates, generate email sends, view email statistics, see web analytics and more
- ClickDimensions
 - ClickDimensions uses a secure two-way interface to your CRM instance to receive requests to process email sends and return email statistics, web analytics, web form submissions, surveys and more
 - For more information about this interface, please refer to the [Connectivity](#) section of this document
 - Only the data needed to support your marketing analytics is used by ClickDimensions to support your marketing automation
 - Please refer to the [Data](#) section of this document for further details
 - ClickDimensions is completely hosted within Microsoft Azure and utilizes Microsoft tools to ensure the security of the limited amount of [your] customer data that is used to create an email message
 - Please refer to the [Security](#) section of this document for further details

3. Connectivity

In order to use the rich marketing automation features of ClickDimensions, ClickDimensions must be able to communicate with your CRM system. Installing ClickDimensions in your CRM sets up a two-way integration where users can design email templates, forms, landing pages and more from within CRM.

This integration also supports the submission of email jobs to the ClickDimensions cloud service. As your email messages are distributed, ClickDimensions synchronizes data, such as opens, clicks and completed web forms, back to your CRM.

3.1 Web Services

ClickDimensions communicates with your CRM using only Microsoft-documented methods to interact with CRM's web services (this method is described in Microsoft's Software Development Kit). Communication via web services requires your CRM to be accessible from the web, however, you control how this web accessibility is delivered.

3.2 Connectivity Methods

ClickDimensions suggests Internet Facing Deployment (IFD) configuration for your CRM system to allow the ClickDimensions application to integrate with your CRM without being on your network. Access via IFD allows the communication between ClickDimensions and your CRM to be encrypted. This is the recommended secure method to enable an Azure-hosted application to communicate with an on-premise deployment of Dynamics CRM.

For organizations whose security requirements prevent them from permitting connections to be initiated from external sources to their on-premise CRM deployments, ClickDimensions has developed the Service Bus Relay Connector (SBRC), which does not require Active Directory Federation Services (ADFS) or IFD. This method is more complex since it requires a client proxy application to be installed and run on the customer's network, and for the network to be configured to permit the establishment of a relay with Microsoft's Azure Service Bus.

A third option for connectivity is to expose the CRM website to the internet through standard web publishing techniques.

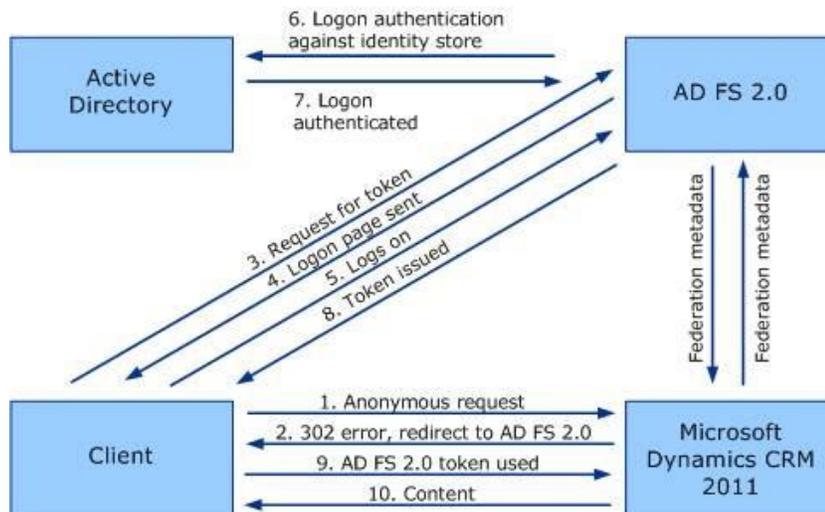
3.2.1 *Internet-Facing Deployment*

ClickDimensions recommends that your CRM environment be configured for Internet-Facing Deployment (IFD) to support our connectivity requirements. IFD is Microsoft's recommended method for configuring secure external access to CRM.

- CRM 2011, 2013, 2015, 2016 and newer versions of CRM require ADFS, a claims-based authentication service.

Configuration of IFD enables the ClickDimensions services to access your CRM without being on your network. Access via IFD allows the communication between ClickDimensions and your CRM to be encrypted.

The below diagram outlines the connection between a client application, such as ClickDimensions, and CRM when ADFS is used in an Internet-Facing Deployment of CRM. In this diagram, ClickDimensions is the “Client” application.



To ensure connectivity from your CRM server to the ClickDimensions system, it may be necessary to add an exception rule to allow outbound requests from CRM to the ClickDimensions web application endpoint using SSL/443. Furthermore, for inbound communications, your firewall may need to be configured to permit the ClickDimensions application to connect to the CRM and ADFS servers on the secure port configured for your CRM website. For a complete list of the IP addresses for the ClickDimensions services which may initiate inbound communication to CRM, refer to our [help site article](#) on this topic.

3.2.2 Service Bus Relay Connector (SBRC)

For organizations whose security requirements prevent them from permitting connections to be initiated from external sources to their on-premises CRM deployments, ClickDimensions has developed the Service Bus Relay Connector (SBRC). The SBRC is available at an additional annual cost for provisioning and ongoing support and software maintenance.

The SBRC is a small application that must be installed on a server within the customer’s network and which serves as a proxy relay that interacts with Microsoft’s Azure Service Bus.

From Microsoft’s description of the Azure Service Bus:

“Azure Service Bus provides a hosted, secure, and widely available infrastructure for widespread communication, large-scale event distribution, naming, and service publishing. Service Bus provides connectivity options for Windows Communication Foundation (WCF) and other service endpoints...that would otherwise be difficult or impossible to reach. Endpoints can be located behind network address translation (NAT) boundaries, or bound to frequently-changing, dynamically-assigned IP addresses, or both.”

The core features of the ClickDimensions SBRC are:

- Works with CRM 2011 and new versions of on-premise CRM deployments to connect to the ClickDimensions application in Microsoft Azure
- Does not require IFD or ADFS
- Provides highly secure, encrypted integration between ClickDimensions and on-premise CRM deployments
- Supports multi-tenant deployments
- Creates a persistent relay with the Azure Service

3.2.2.1 Connectivity with SBRC

Inbound Connectivity

- ClickDimensions connects to Microsoft CRM
 - When ClickDimensions has data to synchronize to CRM, the ClickDimensions application in Azure connects to Microsoft's Azure Service Bus, sending encrypted data and the account's connection details to the Service Bus.
- Microsoft's Service Bus connects to the SBRC
 - The Service Bus in Azure uses the established relay to connect to the SBRC, sending encrypted data and connection details to the SBRC.
- The SBRC connects to CRM
 - The ClickDimensions proxy service, running on a server in the customer's network, connects to CRM, handling authentication and submitting data via CRM's web services.

Outbound Connectivity

- CRM submits requests directly to ClickDimensions
 - The SBRC is not involved in outbound communication from CRM to ClickDimensions.
 - Requests from plugins are submitted via HTTPS directly to ClickDimensions' web service endpoints in the cloud.
 - The CRM server (in particular, the Microsoft CRM Sandbox Processing Service) must be able to connect to <https://app.clickdimensions.com> (US data center accounts) or <https://app-eu.clickdimensions.com> (EU data center accounts).
- End users interact with the ClickDimensions web application
 - End users can design templates or forms using the ClickDimensions web application UI, launched from within the CRM UI.
 - The SBRC is not used except to authenticate the web application behind the scenes.

3.2.3 Standard Web Publishing

If you choose not to use IFD to expose your CRM website to ClickDimensions, you can make it available using standard web publishing techniques (i.e., open the firewall to a public IP for the CRM server and permit direct Windows authentication). This method is appropriate for development or testing and is not recommended for production environments.

This approach can be less complex to configure than IFD. Note that this method will allow the ClickDimensions cloud service to connect to your CRM, but will not enable other applications, such as the CRM Outlook client to access CRM while outside of your network. In this scenario, users and our service would be able to access CRM externally through standard Windows authentication.

Please note, if you provide us with just a public IP address for your CRM server, it will not be possible to use SSL, since the CRM address would need to match the SSL certificate. For example, the CRM address would need to be `https://crm.mycompany.com` so that you could apply a commercial SSL certificate that matches the address “`crm.mycompany.com`.” Alternately, if you wish to just use an IP address and wish to further secure the connection, you can configure your firewall to restrict access to only our IP addresses for better security, but traffic will not be encrypted if you do not use SSL. We cannot advise on firewall configuration (TMG, F5, ISA, etc.) for this setup as it is not a setup that Microsoft documents for external CRM access.

For a complete list of IP addresses for the ClickDimensions API, refer to our [help site article](#) on this topic.

3.3 Service User

To support the connection to your CRM system from the ClickDimensions service, a CRM user with the ClickDimensions Service User role must be created and registered with ClickDimensions.

Assignment of the ClickDimensions Service User security role to a CRM user is administered and completely controlled by you. For additional security, when you register with ClickDimensions, the details you submit are securely encrypted.

The credentials for the ClickDimensions Service User are held in a securely encrypted state and used only by the ClickDimensions web services. To protect your CRM data, ClickDimensions' development and support staff do not have access to the password for this user.

Changes to the ClickDimensions Service User and its password remain completely within your control and are submitted via the ClickDimensions Settings page within your CRM. All updates to the service user submitted via the ClickDimensions setting pages are securely encrypted.

4. Data

ClickDimensions does not directly access or copy your CRM database. Your data is maintained safely and securely in your database. However, limited amounts of data will be submitted through our web services. The specific data elements submitted and then processed by ClickDimensions depends on which tools you use and what fields you choose to include in your emails, surveys, forms and profile management page.

The below table provides an overview of the data processing and storage element for some of the key ClickDimensions functions.

Functionality	Stored Data Element(s)	System(s) Holding Data	Persistent?
Connection Details	URL, Org Name, Domain, User Name, Password	CRM Database ClickDimensions Cloud Application	Yes
Emails Sends	Recipient Email Addresses	ClickDimensions	Yes
Email Events	Events	CRM Database ClickDimensions Cloud Application	Yes
Personalized Email Sends	Selected fields from CRM to personalize email messages	ClickDimensions Cloud Application	No – only held in memory while emails are being created
Web Form Submission	Form Data Fields	ClickDimensions Cloud Application	Yes
Profile Management	Recipient Profile Fields	ClickDimensions Cloud Application	Yes
Surveys	Form Data Fields	ClickDimensions Cloud Application	Yes

4.1 Connection Details

The details needed for our web services to process your data and update your CRM are held within our internal systems.

These connection details include the password for the ClickDimensions Service User that has been set up for your account. This password is securely encrypted and used only by our web services to access your CRM system for processing.

ClickDimensions' development and support staff do not have access to your service user password and thus have no access to your CRM system.

4.2 Data Processing

The data you submit for processing by ClickDimensions is completely within your control. For example, if you chose to send emails (either individual or bulk) via ClickDimensions, the only information needed to process your email is the recipient(s) email address. No personally identifiable data needs to be included in your email sends.

However, if you choose to use features such as personalization to add contact or lead specific fields from your CRM into your emails, then the fields that you select for including in the email send are needed in order for us to display that information in the recipient's email.

All data submitted is encrypted in transit between CRM and ClickDimensions.

4.2.1 Email Sends

An email send is the record in CRM that a user creates to define the properties of an email job. Anytime an email is sent through ClickDimensions, the user creates an email send record.

When email sends are sent, a request is posted to ClickDimensions via securely encrypted web services where they are processed by our services and individual email messages are created for distribution to your email recipients.

The only data needed by ClickDimensions to process an email send record is the email template, the recipient(s) email address(es) and record IDs, the email send properties, and unsubscribe/subscription preference information. After this information is submitted for processing, the email address and record ID is held in our system so that email statistics for the distributed emails can be correlated and posted back into your CRM system for reporting.

The email address, email send date and email template used are accessible by ClickDimensions support and development staff for troubleshooting purposes.

4.2.2 Email Events

Email events such as clicks, opens, unsubscribe and spam are broadcasted to ClickDimensions' cloud platform in real time, as a result of email sends. ClickDimensions processes the events and produces aggregated statistics in relation to the requests and email recipients which generated the events. The events and related aggregation are stored in ClickDimensions cloud platform and synced back to the customers' CRM database.

4.2.3 Personalized Email Sends

One of the benefits of using ClickDimensions in your CRM is that you can personalize your emails with CRM data. You can personalize emails with information from lead, contact and account records, as well as the sender (user) record. The specific information you include in your personalized email templates is decided by you. Many customers choose to include things such as the recipient's first name.

Email templates can be customized using the Add Dynamic Content button within the email editor to insert the desired information from lead, contact, account and user (owner of lead, contact or account) records into your template.

It is important to understand that any dynamic content (personalized fields) added to your email templates will be transferred to ClickDimensions when the email send is transferred for processing.

This data is not accessible by ClickDimensions support or development staff, but it will reside within the ClickDimensions system in order to facilitate correlation of recipient interactions and synchronization of this data back to your CRM.

4.2.4 Forms

Forms allow your visitors to submit information such as their name, location and email address, which you can then store in your CRM. Such information can be used in a wide variety of ways and can help you, for example, see the areas in which your product has garnered the most interest, add customers to your email lists or even identify new visitors. Forms can be embedded in landing pages or directly on your website, and submitted forms can be tied to the lead or contact that supplied the information.

It is important to understand that data submitted in a form by your web visitor will be transmitted (via securely encrypted web services) to ClickDimensions for processing, and will then be transferred into your CRM system. This data is also logged within the ClickDimensions application.

4.2.5 Profile Management

Profile management allows you to put a link to a form in your emails that will pre-populate with that contact or lead's information. This means you can show them what information you already have and let them update the current information and/or add new information.

It is important to note that when you enable profile management, the data fields that you choose to include in the profile (the pre-populated fields) will be transferred to ClickDimensions for processing and will in turn be held securely within ClickDimensions.

4.2.6 Surveys

Surveys are a way to get feedback from your customer base or other clients. They allow users to answer a set of questions you provide in order to capture insight on how your product or service is being received. For example, users can submit valuable data such as a rating of the product, whether they would recommend it to a friend, or their favorite feature. Surveys can be embedded in landing pages, or directly on your website, and answered survey questions can be tied to the lead or contact that supplied the information.

It is important to understand that when a lead or contact submits a survey, the answers to the survey questions will be transferred to ClickDimensions for processing and will, in turn, be held securely within ClickDimensions.

4.2.7 Web Analytics

Web analytics captures data relevant to page visits that occur on web pages where you have added the ClickDimensions tracking script. The web analytics data that can be captured includes the following:

- **IP Organizations:** IP Address, Organization Name, IP City, IP Postal Code, IP State, IP Country
- **Anonymous Visits:** IP Organization, IP Address, Postal Code, Latitude, Longitude, IP City, IP Country, IP State
- **Visits:** Time in UTC, Start Time, End Time, Score, Duration, Total Pages, Bounce (yes/no), First Visit (yes/no), Entry Page, Exit Page, Referrer, Key Words, Referring Host, Referrer Type, IP Organization, IP Address, IP Postal Code, IP Country, IP State, IP City, Browser, Operating System, Flash Version, Language, Adobe Reader (yes/no), Linked Records (lead, contact, campaign, anonymous visitor)
- **Page Views:** URL, Page Title, Viewed Date and Time, Domain, Host, Adobe (yes/no), Flash Version, IP Address, Type, Campaign, Browser, Operating System, Language, Referrer, Priority, Score, Duration, Keywords, Referrer Type, Linked Records (lead, contact, anonymous visitor, visit, IP Organization)

The web analytics data collected will be transferred to ClickDimensions for processing. It will then be sent to your CRM environment where it will be held. After transmission to your CRM environment, no web analytics data is held by ClickDimensions; the data resides only within your CRM environment.

Please note, not all of the data elements referenced above are always able to be collected (for example, longitude and latitude are not always provided). The data that can be collected will

depend on what the IP provider makes available, what browser is used and several other factors.

4.3 Data Storage

The data you provide to ClickDimensions to facilitate your marketing is held securely in Microsoft's Azure data center as long as your account's subscription remains active.

Access to this data is securely controlled and is not generally available to ClickDimensions support or development staff. But, it will reside within the ClickDimensions system for support purposes.

4.4 Data Access

ClickDimensions is tightly controlled. Data will only be accessed as necessary to resolve a support or service issue.

ClickDimensions' support and development staff have visibility of email send transmissions via their analysis tools. However, the information visible to them is limited to the email address, send date and email template used for the email send. This data is only used for support and troubleshooting and does not contain any personally identifiable information.

ClickDimensions services are completely hosted within Microsoft Azure. As such, no ClickDimensions personnel have physical access to any of the servers. Physical access to the data centers is completely controlled by Microsoft.

4.5 Data Ownership

You own your data. ClickDimensions uses the limited data you submit only to provide the services agreed upon, including purposes that are compatible with providing those services. We will not use customer data or derive information from it for advertising.

4.6 Data Location

ClickDimensions utilizes the Microsoft Azure data centers in the Netherlands, the United States and Australia.

A complete version of our cloud application is hosted within each data center, thus your account's processing and related data will reside in and never leave the data center in which your account is hosted.

4.7 Data Privacy

Your data is kept completely secure and private. ClickDimensions will never access or use your data for any purpose other than as necessary to deliver the ClickDimensions functionality.

If a government requests customer data—including for national security purposes—it must follow the applicable legal process, serving us with a court order for content or a subpoena for account information. If compelled to disclose customer data, we will promptly notify you and provide a copy of the demand, unless legally prohibited from doing so. We do not provide any government with direct or unfettered access to customer data except as you direct or where required by law.

5. Security

ClickDimensions is completely hosted in Microsoft Azure.

5.1 Azure Security

Security and privacy are embedded into the development of Azure. Microsoft makes security and privacy a priority at every step, from code development through incident response.

Please refer to the [Microsoft Azure Trust Center](#) for more in-depth security details related Azure.

5.1.1 Network Security

Operational Security Assurance (OSA) makes the infrastructure of Microsoft cloud-based services more resilient to attack by decreasing the amount of time needed to prevent, detect and respond to real and potential internet-based security threats. It ensures that operational activities follow rigorous security guidelines and validates that these guidelines are followed effectively. When issues arise, a feedback loop helps ensure that future revisions of OSA support mitigations to address them.

Azure blocks unauthorized traffic to and within Microsoft datacenters, using a variety of technologies such as firewalls, partitioned local area networks (LANs) and the physical separation of back-end servers from public-facing interfaces.

5.2 Azure Threat Management

Microsoft's global incident response team works around the clock to mitigate the effects of any attacks against the security of Azure. The teams are backed by centers of excellence that fight digital crime, respond to security incidents and vulnerabilities in Microsoft software, and combat malware.

Azure's DDoS defense system is not only designed to withstand attacks from the outside, but from other Azure tenants as well. Azure uses standard intrusion detection and mitigation techniques such as SYN cookies, rate limiting and connection limits to protect against these attacks.

5.2.1 Penetration Testing

Microsoft conducts regular penetration testing to improve Azure security controls and processes.

As an additional measure, ClickDimensions conducts its own penetration tests twice annually to ensure data security.

Appendix A: Frequently Asked Questions

Question	Answer
<p>How does ClickDimensions communicate with my CRM?</p>	<p>Installing ClickDimensions in your CRM sets up a two-way integration between your CRM and the ClickDimensions services.</p> <p>ClickDimensions communicates with your CRM using only Microsoft-documented methods to connect to CRM's web services (this method is described in Microsoft's Software Development Kit).</p>
<p>Is there a recommended method for allowing connectivity to my CRM?</p>	<p>ClickDimensions recommends that your CRM environment be configured for Internet-Facing Deployment (IFD) to support our connectivity requirements. IFD is the Microsoft's recommended method for configuring secure external access to CRM.</p> <ul style="list-style-type: none"> • CRM 4.0 uses an IFD tool to assist in configuring forms-based authentication. • CRM 2011, 2013, 2015 and 2016 require Active Directory Federation Services (ADFS), a claims-based authentication service.
<p>Are communications between my CRM and ClickDimensions encrypted?</p>	<p>If connection is supported via IFD communication between ClickDimensions and your CRM is encrypted.</p>
<p>Can I restrict the IP addresses that can access my CRM via IFD?</p>	<p>Yes, you can restrict access via your firewall to just our IP addresses. A list of these IP addresses can be found on the ClickDimensions help and support site (or clicking here).</p>
<p>Are any connection methods besides IFD supported?</p>	<p>You can expose the CRM website to the internet through standard web publishing techniques (open the firewall to a public IP for the CRM server and permit direct Windows authentication).</p> <p>This approach can be less complex to configure than IFD.</p> <p>This method will allow the ClickDimensions cloud service to connect to your CRM. In this scenario, our service would be able to access CRM externally through standard Windows authentication.</p> <p>Note: If you provide us with just a public IP address for your CRM server, it will not be possible to use SSL, since the CRM address would need to match the SSL certificate. For example, the CRM address would need to be <code>https://crm.mycompany.com</code> so that you could apply a commercial SSL certificate that matches the address 'crm.mycompany.com'. Alternately, if you wish to just use an IP address and wish to further secure the connection, you can configure your firewall to restrict access to only our IP addresses for better security, but traffic will not be encrypted if you do not use SSL. Also, please note that we cannot advise on firewall configuration (TMG, F5, ISA, etc.) for this setup as it is not a setup that Microsoft documents for external CRM access.</p>

Question	Answer
<p>What firewall changes are needed to allow ClickDimensions proper access to my CRM?</p>	<p>Many corporate firewalls restrict traffic to web services by IP addresses and ports through the use of firewalls, proxies and other security mechanisms. If this is the case in your environment this can cause ClickDimensions and CRM to be unable to communicate.</p> <p>A list of IP addresses that may need an exception through your firewall can be found on the ClickDimensions help and support site (or clicking here).</p>
<p>Are networks with proxies supported?</p>	<p>No, the outgoing request to our API will not supply proxy authentication credentials and may ultimately fail.</p> <p>In order to circumvent this issue, you will need to add the ClickDimensions IP addresses to the Proxy Bypass List. A list of these IP addresses can be found on the ClickDimensions help and support site (or clicking here).</p>
<p>Do you support VPNs or Azure Connect?</p>	<p>We do not support VPNs or Azure Connect.</p>
<p>What if my company policy does not permit connections to applications inside our firewall?</p>	<p>Some customers have deployed an additional CRM web front end server in their DMZ in order to provide external access to their CRM system's web services. This is an option you can explore with your CRM partner and network administrator.</p>
<p>Is the communication between ClickDimensions and my CRM secure?</p>	<p>Yes. If you register your CRM using an address that starts with HTTPS, then our connection to your CRM will always be securely encrypted using the SSL certificate you've installed on your CRM website (or the one used by Microsoft for CRM Online). Note that self-signed SSL certificates are not supported.</p>
<p>Will my data leave the EU? Where does ClickDimensions maintain data centers?</p>	<p>ClickDimensions uses Azure data centers located in the US, the EU (Netherlands) and Australia (NSW). When you register your solution file, you will be given the choice to register your solution for the appropriate data center. Our EU specific implementations ensure that no data will be transmitted outside the EU. This setup has been established to comply with the requirements of our many customers located in the EU.</p>
<p>Can I retain control of the password that ClickDimensions uses to connect to my CRM?</p>	<p>Yes, when you register your CRM with ClickDimensions, the connection information is securely transmitted in encrypted format.</p> <p>At any time after installing ClickDimensions, you can change the password our system uses from within CRM by clicking on Settings > ClickDimensions Settings > Service Credentials. (Note that you must update it here prior to actually changing the password for the user.)</p>
<p>What are the IP addresses of ClickDimensions' service in Azure?</p>	<p>A list of IP addresses can be found on the ClickDimensions help and support site (or clicking here).</p>
<p>Are backups or other customer data stored on any removable media or mobile devices?</p>	<p>Customer data and confidential information is not stored on any removable media or mobile device.</p>

Question	Answer
<p>What are your policies regarding security or data breaches?</p>	<p>ClickDimensions has never experienced a security or data breach, and maintains a detailed incident management and response plan. In the event of a security breach that may affect a customer, ClickDimensions will in a timely fashion notify the customer via email of the breach and provide a description of the occurrence. In the event ClickDimensions reasonably determines to notify a customer of a breach and that it is necessary for all or part of such information to be forwarded on to individuals on one or more of the customer's email lists, the customer will promptly forward such information to the individuals on such list or lists.</p>
<p>What is ClickDimensions' backup and/or disaster recovery plan?</p>	<p>Because all hosting and processing of data is handled by Microsoft Azure, with 99.9% availability standard, and your own CRM database, any disruption to ClickDimensions facilities would not impact our ability to deliver the service.</p>
<p>How does ClickDimensions manage employee access to the production resources?</p>	<p>ClickDimensions employees, contractors and vendors are subject to a data access policy with strict rules governing access to production resources.</p> <p>Rule based access will be utilized in the production environments – a batch of resources will be encapsulated inside specific Azure Resource Groups.</p> <p>Access to production environments in Azure require two-factor authentication based on Microsoft accounts.</p> <p>As permitted by law, ClickDimensions employs background checks for new employees.</p>
<p>What happens to my data at the end of my contract?</p>	<p>ClickDimensions can purge all your data from the ClickDimensions service at the end of a contract upon request.</p>
<p>What are ClickDimensions' physical access controls?</p>	<p>ClickDimensions employees, contractors and others are subject to information security policies that govern the handling of hardware, documents and media. Due to the cloud nature of our business, and hosting on Microsoft Azure, we do not have any servers or other storage devices located at our facilities. Our facilities employ traditional security measures and access controls.</p>
<p>How will ClickDimensions use my data? Can it be shared with any third party?</p>	<p>ClickDimensions may observe and report back to you on your usage of the service, and make recommendations to improve your experience.</p> <p>ClickDimensions may aggregate usage data for understanding customer behavior and improving the service; however, in no circumstance would findings include any information that could identify a customer or any confidential information.</p> <p>ClickDimensions will not share any customer specific data with any third party. In the event of a court order or subpoena, ClickDimensions would notify you before sharing any information.</p>
<p>What controls does ClickDimensions use for contractors/subcontractors or consultants?</p>	<p>ClickDimensions maintains an information security policy and data access practices that apply to all employees, contractors and vendors.</p>

Question	Answer
What types of security audits or third party testing are performed?	Azure meets a broad set of international and industry specific compliance standards, as well as country specific standards. Please refer to the Microsoft Azure Trust Center for additional details. ClickDimensions consults third party security experts for review of our information security practices and recommendations. ClickDimensions has not engaged any third party security audits or testing; however, performs regular penetration tests. We have, however, had customers perform their own security testing for their own purposes.