

# LawMaster - Infrastructure and Security Information

## Introduction

LawMaster is a cloud-based service meaning that the software and data are centrally hosted and accessed by clients using an internet connection. This document is intended to answer common questions around the infrastructure, security, and intellectual property rights associated with the software and the data.

LawMaster takes data protection and security very seriously and follows generally accepted best practices to ensure that clients' data is backed-up and protected against unauthorised access.

## Hosting Environments

LawMaster uses Microsoft Azure infrastructure to provide secure, reliable and scalable access to its software and data. LawMaster infrastructure is completely hosted within Australia in Microsoft Azure's Australia East (Sydney) and Australia Southeast (Melbourne) datacentres.

Microsoft Azure security specifications can be found at: <https://docs.microsoft.com/en-us/azure/security/>.

Microsoft Azure compliance details can be found at: <https://www.microsoft.com/en-us/trustcenter/compliance/complianceofferings?product=Azure>

## System Availability & Data Protection

### Availability

LawMaster has been designed to be a high level of redundancy solution, leveraging services across primary (Microsoft Azure Australia East) and secondary (Microsoft Azure Australia Southeast) datacentres.

In the event of service interruption to the primary datacentre, LawMaster services will be transitioned to operate from the secondary datacentre.

### Data Protection

LawMaster servers are backed up daily, weekly and monthly. Data replication occurs at intervals throughout the day.

## Data Encryption

### Encryption-in-Transit

LawMaster is accessed via HTTPS using Transport Layer Security (TLS). TLS is a cryptographic protocol designed to protect information transmitted over the internet against eavesdropping, tampering, and message forgery.

### Encryption-at-Rest

Hosted LawMaster systems utilise Azure platform encryption for data-at-rest. Details on Azure Data Encryption-at-Rest can be found at: <https://docs.microsoft.com/en-us/azure/security/azure-security-encryption-atrest>

## User Authentication

LawMaster supports multiple methods for user authentication:

- LawMaster User Account
- Single Sign On via Microsoft Entra ID (Azure AD)
- Microsoft Active Directory Federations Services (ADFS)

LawMaster User Account authentication provides support for strong passwords and account lockout protection against brute force attacks.

Access using Single Sign On via Microsoft Entra ID will respect the rules for authentication as setup in Microsoft Entra ID including multi-factor authentication, password complexity, authentication timeouts and account locking.

## Data

The data contained in LawMaster remains the property of the licensed subscriber under the terms defined in their license agreement.

## FAQ's

### **Where are Hosted documents stored?**

All the client documents are stored in Hosted DMS on the Azure platform. This includes backups.

### **What Security assessments and penetration tests are conducted?**

LawMaster conducts its own security checks regularly and engages a third-party firm to conduct independent software and platform reviews. We are unable to share the results of our security assessment reports.

### **Are there any Data Backups?**

LawMaster servers are backed up daily, weekly and monthly. Data replication occurs at intervals throughout the day.

### **Azure certifications**

LawMaster uses Azure Web Services. Please refer to <https://docs.microsoft.com/en-us/azure/security/> for more related questions.

### **How can I obtain a data extract?**

An extraction of the data can be made accessible for the client by our services team, at our usual charge rates. Refer to your LawMaster Agreement for further information on termination data extraction.

### **What is LawMaster's confidentiality policy?**

LawMaster Agreements include our confidentiality policy regarding personal information provided and the client's data. LawMaster's privacy policy is on its website [www.lawmaster.com.au](http://www.lawmaster.com.au)

### **Are there any changes to the infrastructure or security now that LawMaster is an Actionstep Company?**

LawMaster is part of Actionstep's global company. There are no changes to LawMaster infrastructure or security processes and remain a priority in the maintenance of the software.

This document is strictly confidential. We cannot share additional information on the details of how we do this as it involves sensitive information about our servers and infrastructure.

## LawMaster Document Revision History

Version	Update Date	Author	Comments
04 F-1358702	03/25	KLF/SYSOPS	SYSOPS
02/03	09/23	JLS	KLF/DB
01 F-1167450	07/20	JMH	