

# Security, Privacy, and Control

Your law firm runs on trust, that's why it runs on NEXL.

With NEXL's end-to-end approach to data security, privacy, and control, each product includes tools that empower your teams to achieve compliance with confidence and security infrastructure that keeps your data safe.



## Infrastructure Security

- Hosted on leading cloud infrastructure providers (AWS / Heroku a Salesforce company)
- Network and Perimeter Protection



## Customer Data Protection

- Logical Tenant Separation
- Encryption In-Transit (TLS 1.2, TLS 1.3)
- Encryption At-Rest (AES-256)



## Application Protection

- Web Application Firewall (WAF)
- Distributed Denial of Service (DDoS) Protections
- Regular Vulnerability Scanning



## Application Protection

- Security Education & Awareness Training
- 24/7 Monitoring and Incident Response



Additional resources: [Privacy Policy](#) [Data Processing Agreement](#)



# Security FAQ

## **WILL NEXL'S SOFTWARE BE AVAILABLE?**

Yes! Our goal is to ensure the continuous availability of the NEXL platform. Everyone at NEXL works tirelessly to ensure that you can access your NEXL portal when you need it and from wherever you are.

## **DOES NEXL BACK UP DATA?**

Yes! All data saved within the NEXL platform is backed up on a consistent, recurring basis. Additionally, failover is built into every piece of the platform our customers use.

## **WHAT IF SOMETHING ISN'T WORKING AS EXPECTED?**

Your relationship data, contacts and referral activities are as critical to us as they are to you. If there's ever a customer-impacting situation, we will make you aware of it through our incident and status report emails.

## **DOES NEXL MONITOR ITS SYSTEMS AND SOFTWARE?**

Yes! Our operations teams monitor software and application behaviour 24x7x365 using proprietary and industry-recognized solutions.

## **DOES THE NEXL SOFTWARE CONTAIN SYSTEM REDUNDANCY?**

Yes! Every part of the NEXL products is distributed across multiple data centre availability zones. Databases, application servers, web servers, jobs servers, and load balancers as well as backend support services all have multiple failover instances to prevent outages from single points of failure.

## **DOES NEXL HAVE A REPEATABLE PROCESS FOR DISCOVERING AND QUICKLY CORRECTING SECURITY BUGS?**

Yes! We test for potential vulnerabilities continuously in all layers of the technology stack. Dynamic application scans, static code analysis, and infrastructure vulnerability scans are run every day, all day. Our Security team hammers our products day-in and day-out to detect and quickly respond to flaws.

**Trusted by law firms, globally.**

EVERSHEDS  
SUTHERLAND

  
CUATRECASAS

 GILBERT  
+ TOBIN

HAMMAD & AL-MEHDAR  
LAW FIRM

KINSTELLAR

  
Matouk  
Bassiouny

 DFDL

ALLENDE  
ALLENDE & BREA

### **DOES NEXL HAVE AN INCIDENT RESPONSE PROGRAM?**

Yes! NEXL's incident response program is responsive and repeatable. Incident process flows and investigation data sources are pre-defined during recurring preparation activities and exercises and are refined through investigation follow-ups. We use standard incident response process structures to ensure that the right steps are taken at the right time.

### **DOES NEXL ENCRYPT DATA IN TRANSIT?**

Yes! Sessions between you and your portal are always protected with top end in-transit encryption, advanced TLS (1.2 and 1.3) protocols, and 2,048-bit keys

### **IS MY DATA PROTECTED BY A WEB APPLICATION FIREWALL AND NETWORK FIREWALL?**

Yes! NEXL prevents attacks with sophisticated monitoring and protections including a high-grade web application firewall and tightly controlled network-level firewalling. In addition, NEXL's Distributed Denial of Service (DDoS) prevention defences protect your data and access to your products from attacks.

### **DOES NEXL INCORPORATE SECURITY INTO ITS SOFTWARE DEVELOPMENT LIFECYCLE (SDLC)?**

Yes! NEXL's code is high quality from conception to deployment. We use automated static code analysis alongside human review to ensure development best practices are implemented across our thousands of daily code pushes. Responsive software development means new features, resiliency improvements, and bug fixes arrive hundreds of times a day, seamlessly.

### **ARE PHYSICAL SECURITY PROTECTIONS IN PLACE TO PROTECT MY DATA?**

Yes! NEXL products are hosted with the world's leading data centre providers. Access to these data centres is strictly controlled and monitored by security staff, tight access control, and video surveillance. Our data centre partners are SOC 2 Type II and ISO 27001 certified and provide N+1 redundancy to all power, network, and HVAC services.

### **DOES THE NEXL INFRASTRUCTURE DETECT AND PREVENT ATTACKS?**

Yes! NEXL uses enterprise-grade firewalling, routing, intrusion prevention, and behaviour analytics capabilities to protect infrastructure and thwart attacks.

**Nexl is the world's first Client Revenue Platform for law firms.  
Contact us today.**