



6175 Main Street  
Suite 400  
Frisco, TX 75034

October 30, 2020

Flexential  
8809 Lenox Pointe Drive  
Suite G  
Charlotte, NC 28273

Based upon representation from management as to the accuracy and completeness of information provided, the procedures performed by an Authorized External Assessor to validate such information, and HITRUST's independent confirmation that the work was performed in accordance with the HITRUST® CSF Assurance Program, the following systems and supporting infrastructure of the Organization ("Scope") meet the HITRUST CSF® v9.3 certification criteria:

Flexential: Hypervisors, Windows virtual servers, Linux virtual servers, Database Management System, and Customer Portals.

The certification is valid for a period of two years assuming the following occurs:

- A monitoring program is in place to determine if the controls continue to operate effectively over time,
- Annual progress is being made on areas identified in the Corrective Action Plan(s) (CAPs),
- No data security breach reportable to a federal or state agency by law or regulation has occurred,
- No significant changes in the business or security policies, practices, controls, and processes have occurred that might impact its ability to meet the HITRUST CSF certification criteria, and
- Timely completion of the interim assessment as defined in the HITRUST CSF Assurance Program Requirements.

HITRUST has developed the HITRUST CSF, a certifiable framework that provides organizations with the needed structure, detail and clarity relating to information protection. With input from leading organizations within the industry, HITRUST identified a subset of the HITRUST CSF control requirements that an organization must meet to be HITRUST CSF Certified. For those HITRUST CSF control requirements that are not currently being met, the Organization must have a CAP that outlines its plans for meeting such requirements.

HITRUST performs a quality assurance review consistent with the HITRUST CSF Assurance Program requirements to ensure that the scores are consistent with the testing performed by the Authorized External Assessor. In addition to the full report that follows, users of the report can refer to the document [Leveraging HITRUST CSF Assessment Reports: A Guide for New Users](#) for questions on interpreting the results contained herein or contact HITRUST customer support



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at [support@hitrustalliance.net](mailto:support@hitrustalliance.net). Users of this report are also assumed to be familiar with and understand the services provided by the Organization listed above, and what specific services are being used by the user organization.

A full copy of the HITRUST CSF Certification Report has also been issued to the organization listed above; if interested in obtaining a copy of the full report, you will need to contact the organization directly. Additional information on the HITRUST CSF Certification program can be found at the HITRUST website at <https://hitrustalliance.net>.

A handwritten signature of the word "HITRUST" in black ink, written in a cursive, slightly stylized font.

HITRUST

Enclosures (2): Assessment Context, Scope of Systems in the Assessment