



Arctera Insight Capture

Secure by Design

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Arctera Insight Capture Is Built to Protect Your Data

At Arctera, safeguarding your data is our highest priority. With recent security incidents affecting other communication capture platforms, we want to reassure you that Arctera Insight Capture is built with proactive, robust security measures to prevent similar vulnerabilities.

Arctera Insight Capture offers secure communications data capture solutions through both SaaS and on-premises deployments (formerly Merge1). Whether you choose a cloud or on-premises solution, it's backed by our "secure by design" architecture, helping ensure your data is protected, no matter the deployment method.

Additionally, we don't collect content via mobile apps that could bypass native application security. All our native collectors rely on 1) API-based collection directly from the source, 2) content journaling straight to the archive, or 3) direct collection once content is exported from the content source to a file repository. We do not create mobile apps to replicate services like Signal or WhatsApp.

The following is an overview of Arctera's design methodology, keeping all collected data properly protected and helping you meet your security and compliance goals.

Encryption at Rest and In Transit

Your data is protected at every stage:

- At Rest: All stored data is encrypted using industry-standard protocols.
- In Transit: We use TLS 1.3 or higher to secure data as it moves across networks.
- Secure Deletion: Temporary data is automatically and securely deleted after successful delivery.

Independent Security Testing

We partner with trusted third-party security experts to conduct:

- Regular Penetration Testing
- Comprehensive Vulnerability Assessments

These are performed routinely and after any major updates to keep our defenses strong and up-to-date.

Controlled Source Code Management

Unlike platforms affected by recent breaches, Arctera never uses hard-coded API keys. Access to our source code is tightly controlled using the principle of least privilege, and all developer activity is logged and monitored. Every pull request is reviewed by at least two other team members to confirm secure coding practices are consistently followed.

Secure, Isolated Data Storage

For the SaaS deployment of Arctera Insight Capture, we use shared infrastructure with strict tenant isolation for the highest level of security for your data.

- Each customer's data is logically separated and protected from cross-tenant access. When Insight Capture is used in an Insight Surveillance or eDiscovery complete suite, those suites provide policy-managed, regulatory compliant, immutable, and indelible storage, reinforced with policy-based retention locks and compliance clock. This capability provides WORM storage, selectable at the policy level used within backup policies; so backup images cannot be deleted or altered in any way before their specified expiry date.
- Customers can opt for direct delivery to secure SMTP endpoints, bypassing platform storage entirely.

Automated Code Security Scanning

Every software build undergoes rigorous automated checks:

- Open-source vulnerabilities are continuously identified and assessed.
- Third-party dependencies are continuously audited.
- Static code analysis tools are periodically utilized to identify vulnerabilities and hardcoded secrets/API keys.
- Unsafe or outdated libraries are flagged and remediated.

For more details on the Arctera Application Security Assurance Program (ASAP), please reference: arctera.com/security.

Our Commitment to You

Security is at the heart of Arctera. It starts from day one and is embedded throughout every part of our platform. With a defense-in-depth strategy, secure development practices, and strict operational controls, we are always working to protect your sensitive communication data. We're proactive, not reactive—constantly staying ahead of the curve so you can trust that your data is secure

About Arctera

Arctera, a business unit of Cloud Software Group, is the leading global provider of compliance and governance solutions that enable firms to unleash game-changing technologies into their organizations while minimizing risk. Created in 2024 from Veritas Technologies, Arctera helps the biggest companies in the world monitor and control exactly how their information is being accessed, used and shared. The Arctera Insight Platform is able to capture data from over 130+ different content sources, and more than 280 AI policies help firms streamline compliance and adapt to evolving regulations.



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