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System and Organization Controls  
 for Service Organizations

## Customer Policy and Procedures

### Customer Responsibilities

Data security is extremely important to Mele Printing. Because various types of information technology is used to process customer data, reasonable procedures are established and maintained to provide a high level of data integrity and security. From secure data transfers to firewall protected network to confidentiality agreements signed by all Mele personnel, customer data security is taken very seriously. It is very important that our customers have full confidence in Mele when sending their confidential information. Listed below is detailed information regarding these security procedures and policies:

1. Data can be transmitted to or received by Mele using a number of methods. Our goal is to make data transfer as easy and as safe as possible for our customers.
  - a) The least secure method is email. Data files can be attached to email and sent directly to a specific Mele programmer or CSR. While there is very little security using email, customers are encouraged to password protect their files when sending via this method. Also, when sending password protected files using email, customers are requested to send passwords in a different email than the data.
  - b) Mele has 2 secure FTP data transfer methods. The main transfer method is the “Web Transmittal Form” and can be accessed through the Mele website ([www.meleprinting.com](http://www.meleprinting.com)) under the “STATEMENT PRINTING” toolbar button. It allows customers to fill out a few required fields and upload up to 5 files at a time in addition to informing Mele personnel about upcoming inserts. This option provides a secure data transfer (https) procedure which automatically compresses the selected data file(s) for quick and easy transmission. The “SFTP Site” method uses a User ID and Password set up and maintained by Mele. This option is also a secure data transfer (SFTP) but allows the customer to compress and/or encrypt the data, if desired, before transfer. This option is mainly used by customers who have and use automated/scheduled data transfer capabilities on their computer system.
  - c) Customers also have the option to write their data to “removable” media such as CDs or flash drives. It is recommended that the data be encrypted and/or password protected.

Mele can use PGP ([www.pgp.com](http://www.pgp.com)) data encryption for customers who wish to use PGP. Please contact us @ 985-893-9522 for necessary encryption key information.

Mele Printing requires all areas of the organization to comply with security policies and procedures. If you have any questions or need to report operational failures, incidents, problems, concerns, or complaints, please contact us by using the “Contact Us” button on our web page [www.meleprinting.com](http://www.meleprinting.com) or call us @ 985-893-9522.

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