



Information Security Customer Responsibilities

- Keep your computer and devices updated with the latest security patches and operating system updates. The Total Expert platform must only be accessed from devices with a credible, up-to-date anti-virus solution.
- Transmit information to the Total Expert platform only through secure file transfer methods.
- Use only a modern Web browser with the latest security patches to access the Total Expert platform. Older browsers may not be able to access the Total Expert website if they do not support current security ciphers.
- Create a separate account for each user.
- Use a unique, strong password for each user. Do not share passwords.
 - Use a minimum of 8 characters
 - Include uppercase and lowercase letters
 - Include numbers
 - Include special characters
- Use a password manager to keep track of all your passwords.
- Control access to your facilities and devices.
- Protect confidential information, such as social security numbers, names, addresses, phone numbers, and financial information. When someone gets several pieces of personally identifiable information (PII), they can create a duplicate data subject and gain access to more confidential information.
- Promote security awareness training in your organization.
- Take the lead in helping your co-marketers adhere to security best practices.
- When a user or co-marketer leaves the organization, disable their access in a timely manner.

To report a security concern or ask a security-related question about the Total Expert platform, please send an email to security@totalexpert.com.