

## **CCH Small Firm Services Security Statement**

[Revised: July 1, 2012]

We understand that many users are concerned about security over the Internet. The web servers at CCH Small Firm Services ("CCH SFS") are designed for Internet commerce and employ industry standard methods of protecting the security of information sent over the Internet. This statement describes the technologies we use and provides additional information about how we handle your information. We want you to be able to check your office information, find the status of a return, and transmit returns over the Internet with confidence.

For each visitor to our web sites (i.e., cchsfs.com, taxwise.com, atxinc.com, support.taxwise.com, myatx.com, taxwisetv.com, atxinctv.com, sfsuniversity.com – collectively, our "Web Sites"), our web tracking software automatically recognizes and records usage data such as the user's Internet Protocol address ("IP") or domain name, the source address that a page is requested from, the date and time of the page request, the referring web site (if any), and an e-mail address (when applicable). We also collect information on which pages in our domain are accessed or visited by each visitor.

Below, we have provided answers to those questions that we anticipate our visitors and users might have.

### **If I transmit using the Internet option in my CCH SFS software application, is the information I send to you secure while it is being sent?**

We strive to protect the security of the information you send to us while it is en route to our Electronic Filing Center. Every time you send a return to our Electronic Filing Center using the Internet method of transmitting, an industry standard encryption technology is employed. This technology uses 128-bit Secure Sockets Layer ("SSL") certificates to encrypt the data between our servers and your computer. This encryption method is among the highest level of security in the industry.

### **When I log into the customer support site and view my information, is the information about my office or the status of a return secure while it is being sent?**

CCH SFS is dedicated to the protection of its users' privacy. All personal, financial, and client information submitted through the customer support web site will be kept accurate, secure and confidential (see our Privacy Policy, available from the footer of our Web Sites). Every page of the Web Sites on which information is exchanged between you and us employs SSL technology. SSL is a secure and encrypted method of communicating over the Internet. SSL is the most common method of secure communication used on the Internet, and SSL technology is built into the major browsers. When you request information from us across the Internet, the information is sent to you via the secure, encrypted SSL connection. To ensure the information you see is actually secure, most browsers display a security lock in the address bar or the bottom right hand side of the browser window when you are viewing information from a secure site.

### **If I have Internet access, does that mean someone can get to my computer from across the Internet and get into my tax return information?**

If you use a dial up connection, no one can access your computer unless you are actually connected to the Internet. If you have a Broadband connection (i.e., DSL, Cable, T1, or some other type of connection that is online continuously) security should be more of a concern. Here are some points of which to be mindful:

1. In order for someone to get to your computer over the Internet, they must know your IP address.
2. Tax Return Data files stored on your computer system are encrypted and not accessible without using an installed copy of the CCH SFS software.

3. For most dial-up Internet Service Providers (ISP), a unique IP address is assigned every time an Internet connection is established. It is therefore very unlikely that the same IP address will be assigned to the same dial-up user's Internet connection twice in one day.
4. Users with a Broadband connection are connected to the Internet continuously. Most Broadband users have the same IP address all the time because they are always connected to the Internet. However, this is not always the case. Some service providers change your IP address every three hours or so. You will need to check with your service provider for details.
5. If your IP address changes on a regular basis, then connecting to your computer from across the Internet would be very difficult. If your computer keeps the same IP address and is constantly connected to the Internet, connecting to your computer becomes somewhat easier.
6. In either case, you should consider having a professional install a firewall to your existing system for added security. You can also find many firewall software programs on the market, but you will need to research which product is best for your needs. A firewall can restrict access to your computer from across the Internet and keep your files secure from outside attacks.

#### **How do I know that the information I am sending is really going to CCH SFS?**

We have obtained VeriSign® digital security certificates for each server that exchanges secure data between you and us. VeriSign is an independent third party which authenticates the identity of others on the Internet. By registering with VeriSign, we provide you with a method of independently authenticating that the information you are sending is going to CCH SFS.

Secure communication means that information you provide, such as your name or credit card number, is encrypted so that it can't be read or intercepted by other people. A certificate contains information that a specific website is authentic. This ensures that no other site can assume the identity of the original site.

#### **What happens to my information after I send it?**

SSL protects the information while it is en route to our facility and the VeriSign certificate confirms that we are the recipients of this information. How the information is handled after arriving is just as important for maintaining security. Once you have typed in your office information, shipping information, e-mail address, credit card information (if applicable), electronically filed tax return components or any other applicable information and you've clicked on the 'submit' button, your information is encrypted and sent to our server. For more information about how your information is handled after it reaches our facility, please refer to our Privacy Policy (available from the footer of our Web Sites).

#### **Security Questions or Comments**

CCH SFS is committed to providing a secure, friendly site where users can view their information without undue concern over security. One of our top priorities is to provide our users with the most secure environment possible. We are not security experts, but we have had security experts evaluate our systems and have taken the recommended steps to ensure we offer our users the highest levels of security available. However, no data transmission over the Internet or any wireless network can be guaranteed to be absolutely secure. If you have any questions, comments or concerns, please contact us via e-mail at [legal@cchsfs.com](mailto:legal@cchsfs.com).