

How Your Privacy is Protected

The San Francisco Deferred Compensation Plan (SFDCP) cares about your privacy, and ensuring that your personal and confidential information remains safe and secure is a top priority. That's why we have partnered with Prudential Retirement® to use their carefully designed and executed Information and Privacy and Data Protection Program. Read on to learn more about their multilayered approach to keeping your SFDCP information private and secure.

Information Security Program

To defend against online risks and threats, Prudential Retirement uses a layered Information Security Program that features:

- Multiple built-in firewall protections to guard against hackers, viruses and other threats
- End-point blocking (i.e. denying system access to unapproved entities) and data loss prevention protocols
- Participant single sign-in and authentication procedures, including challenge questions
- Layered network, database and operating system defenses
- Limiting Prudential employee access to data and applications to only those that are necessary to do their respective jobs
- Sensitive data shared via secured means such as e-mail encryption programs

Network Monitoring and Benchmarking

Prudential Retirement also performs real-time monitoring to test the strength of their systems against external threats. This includes:

- Daily vulnerability scanning and remediation on external infrastructure
- Intrusion detection/prevention systems are in place networkwide and monitored by Prudential's Centralized Security Operation Center 24 hours a day, seven days a week
- Malware detection and infected device quarantine procedures
- Third-party penetration testing of the entire Prudential network
- Auditing privacy and data protection against the latest developments in information security and emerging best practices

For more information, call **888-SFDCP-4U** (888-733-2748), **option 1**.
Participant service representatives are available weekdays from 5 a.m. to 6 p.m. PST.

