



**Cost of Capital Navigator
Frequently Asked Questions:
Security**

Question 1: Are users' inputs and results confidential in the Cost of Capital Navigator?

Each licensed user has secure access to the Cost of Capital Navigator and the estimates or scenarios that they create and save. No other user may view, access, or manipulate another user's estimates or scenarios. The data within the Cost of Capital Navigator resides securely within the Microsoft Azure Cloud platform in an encrypted database.

Data confidentiality is insured and enforced within the Cost of Capital Navigator by the following business rules:

- Each user must be associated to a unique email address.
- Each user is assigned a single unique account and associated profile.
- Each account can only access (create, read or update) estimates created by that account.
- A Cost of Capital Navigator "administrator" (the person acting as a firm's Cost of Capital Navigator user administrator) can only view and update the account profile information, not the estimate itself.

These features make the Cost of Capital Navigator attractive to investment banks (IBs), public accounting firms, and litigation consulting firms dealing with confidential client data. For instance, at Duff & Phelps we have secure office space (no unauthorized access even by Duff & Phelps employees) for our corporate finance and litigation staff working with confidential information. We create secure accounts, not accessible by others. We designed the Cost of Capital Navigator with that same client data confidentiality requirement in mind.



Data retention policy – when a customer no longer has a subscription, or when a license is removed from a user (e.g., when a user/employee leaves the company they worked at for which they created any estimates), the underlying estimates as well as user profile will be deleted after 90 days from the platform. The output of any cost of capital estimate of each user can be stored outside of the platform and then subject to the owner's policies on data retention.



Delete / Archive – a user may delete / archive an estimate. The user will have 90 days to contact Cost of Capital Navigator Support to undelete.



Share / Reassign – scheduled for 2019 – where (i) a Customer Admin may reassign a user estimate to another user, and (ii) a user may share / reassign an estimate with another user. The change of owner of an estimate will be tracked and viewable within the audit log.



Excel / PDF Export – When a customer initiates the export function on the Cost of Capital Navigator, the export is downloaded locally to the user's browser/computer.

Question 2: What are the security specs/details on the Cost of Capital Navigator?

Since this is such a broad question, we've broken this topic into fourteen related questions and responses. See below:

- 1. Q: How do we prevent D&P staff access to individual data elements (what process is in place to separate duties) and who at D&P has administrative access?**

A: Access to the Navigator Admin portal and client data is strictly controlled. The Duff & Phelps Cost of Capital support team has limited administrative rights for license support purposes, without access to any client data. Only database operations staff who have explicit permissions granted, have full administrative access for database maintenance and recovery purposes.

- 2. Q: How is the data stored?**

A: Estimate data is stored in a SQL Azure database. User Profile data is stored in a SQL Azure database. User Credentials are not stored by Duff & Phelps systems, but are managed by Microsoft Azure AD/B2C.

- 3. Q: How is the data backed up?**

A: Data is geo-replicated in SQL Azure and managed by an Azure failover group for automatic disaster recovery, redundancy and load balancing. SQL backups are scheduled daily.

- 4. Q: Where is encryption used and what methods?**

A: SQL Azure is encrypted at rest by default and is enabled for all instances using Transparent Database Encryption (TDE). No field level encryption is performed at this time.

- 5. Q: What secure protocols are used between the browser and backend?**

A: HTTPS is used to communicate between browser and Web APIs using TLS 1.2, ECDHE_RSA with P-256, and AES_256_GCM. The SSL certificate has been issued by DigiCert SHA2, and is analyzed by SLLBAS with a rating B. OpenID Connect is used for authentication.

6. Q: Where is the data stored? What region?

A: SQL Azure database servers are set up in South Central, West Central, and East US regions, depending on production or development instances of the application. For the production instance, the primary server is located in the East US region, and the redundant instance is in South Central US.

7. Q: Are we GDPR compliant?

A: Duff & Phelps is GDPR compliant.

8. Q: Can someone within D&P directly access a user's account for troubleshooting?

A: No impersonation is possible in the system. No staff has any access to account credentials in Azure B2C.

9. Q: Do we share our data/information with anyone?

A: No account, activity or estimates data is shared.

10. Q: What technologies have been used to develop this application?

A: Microsoft Azure, .NET framework, Angular JavaScript framework.

11. Q: What is the authentication mechanism?

A: Azure B2C is used to perform authentication.

12. Q: Who is responsible for the product?

A: Duff & Phelps, LLC.

13. Q: Do you perform any monitoring and logging of the platform?

A: Yes, the platform performance is being monitored to alert us of any issues or outages. If customers experience usage and/or technical issues or have questions, they can contact our dedicated Cost of Capital Navigator support team directly, or through their reseller depending how subscriptions were purchased.

14. Q: Do you conduct regular patching?

A: The application is running on a Microsoft cloud server, Microsoft is handling recurring patching as needed. See the full security policies outlined at <https://docs.microsoft.com/en-us/azure/security/azure-security>.

Question 3: Can a single login/subscription be used across multiple IP addresses?

If your question is:

“Can a single subscriber access the Cost of Capital Navigator through the internet on his or her (for example) desktop, and also access the Cost of Capital Navigator on his or her laptop?”

The answer is yes, a single subscriber can use his or her unique login credentials to log in to the Cost of Capital Navigator on his or her desktop or laptop.

If your question is:

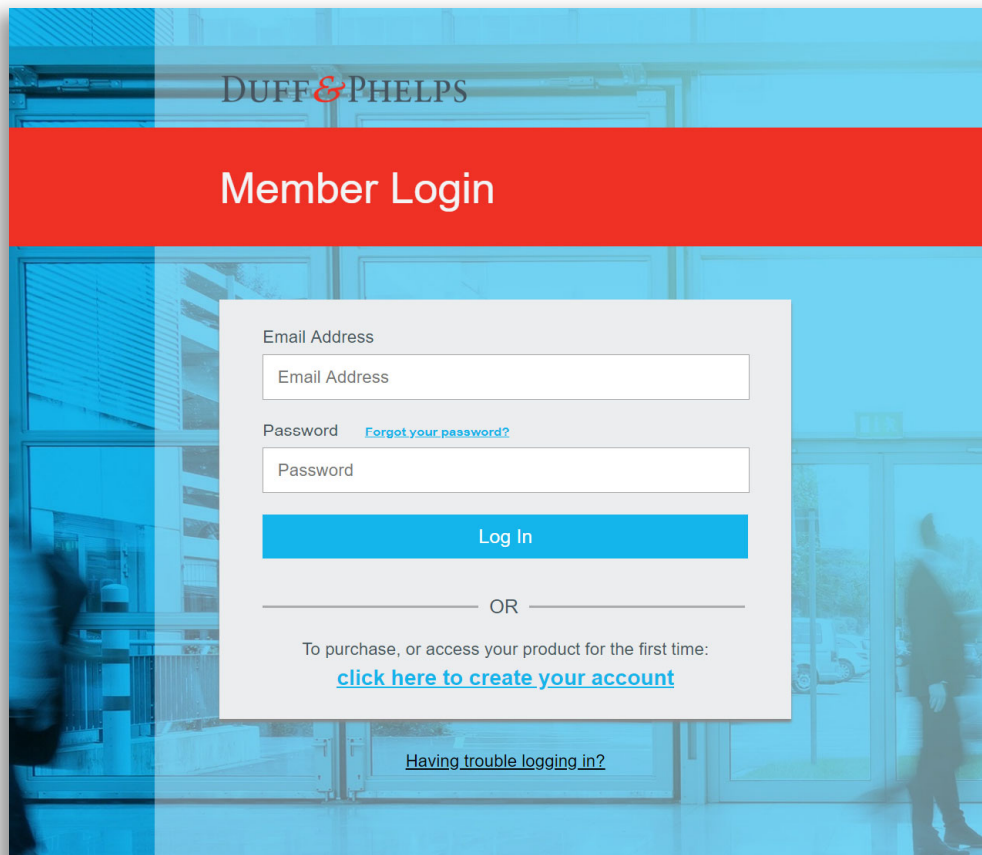
“Can a single set of login credentials be used by more than one person?”

The answer is no, a single subscription cannot be used by multiple people. Each person benefitting from access to the Cost of Capital Navigator is required to purchase a subscription.

Question 4: How do I change my sign in password?

The following steps will help you change your password in the Cost of Capital Navigator:¹

1. Go to <https://dpcostofcapital.com>
2. Click "login" on the top right-hand side of the screen
3. Once there, please click "Forgot your password" to receive a password reset code



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Member Login

Email Address

Password [Forgot your password?](#)

[Log In](#)

OR

To purchase, or access your product for the first time:
[click here to create your account](#)

[Having trouble logging in?](#)

¹ The functionality to update/change your password while logged into the Cost of Capital Navigator under Profile or account settings is currently unavailable. We are incorporating it into the Cost of Capital Navigator soon.