Email Meter
Security Handbook

What is Email Meter?

Email Meter is an email analytics solution providing employee performance and productivity metrics.

Our Commitment to Security

As your email inbox contains exceptionally sensitive and important information, the security of your data lies at the very heart of how we create and deliver Email Meter.

Our company, ShuttleCloud, manages Gmail and Google Contacts' data importing service. This has given us years of experience handling sensitive data securely — we are held to incredibly high standards for security, and without stringent security and privacy policies, Email Meter would not exist.

ISO 27001

Email Meter is ISO 27001 certified, and has developed an ISMS that is also adequate to SOC 2 Type 2 standards. View the certificate here.

GDPR.EU

Email Meter is fully compliant with GDPR & CCPA. We also strive for compliance in EU/US data regulations, such as Standard Contract Clauses.

Email Meter is verified by Microsoft and Google, with a rigorous yearly audit conducted by a third party. This includes pentests and policy and procedure reviews.

Infrastructure

- ✓ Email Meter is hosted on Google Cloud Platform (GCP) which is highly scalable, secure, and reliable. More info here.
- ✓ Customers can choose multiple geographic locations to host their data.
- ✓ The GCP data centers are physically protected 24/7, and use top surveillance to monitor any suspicious activity.
- ✓ Data is backed up automatically by GCP every few hours. Email Meter performs additional backups in encrypted state.
- ✓ Email Meter benefits from managed DDoS protection which safeguards all applications running on GCP.

Data Privacy

- ✓ All data in transit is encrypted using the latest recommended secure cipher protocols, including TLS 1.3.
- ✓ Data at rest in Email Meter’s production network is encrypted using AES-256, which is managed by GCP.
- ✓ All API and client communication require HTTPS connections.
- ✓ All customer data is segregated, with unique BigQuery databases.
- ✓ Email Meter has security monitoring technology in place to detect incidents, and processes to quickly resolve them.

Internal Security

- ✓ All employees go through background checks prior to employment, always within the limits of applicable labor law.
- ✓ All employees undergo general security training as part of their onboarding. Engineers need to pass additional training before gaining access to production systems.
- ✓ All employees sign a Confidentiality Agreement, outlining their responsibility in protecting customer data.
- ✓ All sensitive data is handled through our extensive ISMS to minimize risks.
- ✓ Email Meter has a defined framework to detect and quickly respond to security incidents and maintain service continuity.

Other Security Controls

- ✓ Application source code is stored in a secure environment and changes go through at least two review processes.
- ✓ Email Meter has dedicated staging environments for development, separate from production, which use dummy or internal data and doesn’t have access to any customer data.
- ✓ Access to sensitive data is restricted to a small number of designated employees, using Google Cloud Platform IAM for authentication.
- ✓ Email Meter has a Vulnerability Disclosure Program where we encourage security researchers to report security vulnerabilities.

Access and Authentication

Email Meter access and authentication can be fully controlled through Microsoft 365, so you can use all inbuilt security & control features.

Email Meter never access, reads or stores the body or attachment of your emails. We use the **minimum necessary scopes** to get the events from the Microsoft Graph API and extract email metadata.

We don’t handle any password or login information, and API Tokens are encrypted before being stored.

Administrators can enable **multi-factor authentication** to access the email statistics dashboard.

A **domain-wide centralized installation** is available through Azure Active Directory. This puts Microsoft 365 Admins under full control.

Organizations can **revoke Email Meter access** to their domain anytime through the Microsoft 365 Admin Center.

Administrators can **limit the mailboxes Email Meter has access to at any time** from the Microsoft 365 Admin Center.

Frequently Asked Questions

What email data can Email Meter access?

Email Meter doesn’t read, process or store the body or attachments of emails. The only information that we analyze are the email headers which contain data such as: from, to, subject and date. Please get in touch if you want more details about this.

Is my data secure and encrypted?

All data transmitted between the Microsoft API and Email Meter is done so using strong encryption protocols. All data is always encrypted both in transit (TLS 1.3) and at rest (AES-256).

Where is my data stored?

Email Meter is built entirely on top of Google Cloud Platform. This enables us to leverage all of Google's investments in data centers around the world. By default, all of our data is hosted in the EU, but you may choose to have your data stored in a different region of your choice.

Can I stop Email Meter from accessing my data at any time?

Yes, you can check what data we do have access to, and revoke our access to that data, at any time. Organizations can revoke Email Meter access to their data at any time through their Microsoft 365 admin center.

Frequently Asked Questions

? What happens with my data if I leave?

Email Meter will delete any company’s data once an explicit request is submitted and the requester’s identification is properly validated. All deletion requests will be completed immediately, but as described in the privacy policy, we retain some system logs for 30 days, and audit logs for 400 days. The customer's own data and customer related data will be completely purged from any backup after 3 months.

? What are your backup and disaster recovery processes?

We have automatic multi-region backups. In case of disaster we can quickly recover the data of these copies, as described in our data recovery policy and here.

? Where can I find out more about Email Meter’s security resources?

Terms of Service: https://www.emailmeter.com/terms-of-service

Privacy Policy: https://www.emailmeter.com/privacy-policy

Security Page: https://www.emailmeter.com/safe

If you have any more questions or concerns reach out to your point of contact or hello@emailmeter.com