



**WORKS MOBILE**

# **Works Mobile Corporation**

## **Service Organization Controls 3 Report**

**Independent Service Auditor's Report and System Description  
related to the Security, Availability, Processing Integrity,  
Confidentiality, and Privacy of LINE Works service**

January 1, 2016 – December 31, 2016

**Deloitte.**

## **Independent Service Auditors' Report**

To the Management of Works Mobile Corporation

We have examined management's assertion that Works Mobile Corporation ('Works Mobile') during the Period January 1, 2016, through December 31, 2016, maintained effective controls to provide reasonable assurance that;

- the LINE WORKS Service system was protected against unauthorized access, use, or modification;
- the LINE WORKS Service system was available for operation and use, as committed or agreed;
- the LINE WORKS Service system processing was complete, valid, accurate, timely, and authorized;
- information within the LINE WORKS Service system as designated confidential were protected as committed or agreed; and
- the personal information collected in its LINE WORKS Service system was collected, used, retained, disclosed and disposed of in conformity with its commitments in its privacy notice ([www.worksmobile.com](http://www.worksmobile.com))

based on the criteria for the Security, Availability, Processing Integrity, Confidentiality, and Privacy principles set forth in TSP section 100, Trust Services Principles, Criteria, and Illustrations for Security, Availability, Processing Integrity, Confidentiality, and Privacy (AICPA, Technical Practice Aids) (applicable trust services criteria). This assertion is the responsibility of Works Mobile's management. Our responsibility is to express an opinion based on our examination.

Our examination was conducted in accordance with attestation standards established by the AICPA and, accordingly, included (1) obtaining an understanding of Works Mobile's relevant security, availability, processing integrity, confidentiality, and privacy controls, (2) testing and evaluating the operating

effectiveness of the controls and (3) performing such other procedures as we considered necessary in the circumstances. We believe that our examination provides a reasonable basis for our opinion.

Because of their nature and inherent limitations in controls, error or fraud may occur and not be detected. Furthermore, the projection of any conclusions, based on our findings, to future periods is subject to the risk that the validity of such conclusions may be altered because of changes made to the system or controls, the failure to make needed changes to the system or controls or deterioration in the degree of effectiveness of the controls.

In our opinion, management's assertion referred to above is fairly stated, in all material respects, based on the aforementioned criteria for security, availability, processing integrity, confidentiality, and Privacy.

*Deloitte Anjin LLC*

February 3, 2017



**Management of Works Mobile's assertion regarding the system related to the Security, Availability, Processing Integrity, Confidentiality, and Privacy of LINE WORKS service**

Works Mobile Corporation ('Works Mobile') maintained effective controls over the Security, Availability, Processing Integrity, Confidentiality, and Privacy of its LINE WORKS Service system to provide reasonable assurance that;

- the LINE WORKS Service system was protected against unauthorized access, use, or modification;
- the LINE WORKS Service system was available for operation and use, as committed or agreed;
- the LINE WORKS Service system processing was complete, valid, accurate, timely, and authorized;
- information within the LINE WORKS Service system as designated confidential were protected as committed or agreed; and
- the personal information collected in its LINE WORKS Service system was collected, used, retained, disclosed and disposed of in conformity with its commitments in its privacy notice ([www.worksmobile.com](http://www.worksmobile.com))

during the Period January 1, 2016, to December 31, 2016 based on the AICPA Guide *Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, or Privacy*.

Our attached System Description of LINE WORKS Service identified the aspects of the systems covered by our assertion.

A handwritten signature in black ink, appearing to be the name of a representative of Works Mobile Corporation.

Works Mobile Corporation  
February 3, 2017



## **System Description of the LINE WORKS Service system**

### **Overview**

Works Mobile Corporation (Works Mobile) offers a comprehensive service to be used as an internal office setting groupware with various functions, including the business messenger, email, drive, calendar, address book and necessary services in a business setting. The Company has separated from Works Mobile Corporation in order to embark on a new journey in the global business service market

### **Works Mobile Services**

Works Mobile provides services through PC web, mobile web, and mobile application for the users' convenience. To deliver such services, Works Mobile uses various IT systems, security devices, and service management systems internally developed by Works Mobile. The description contains the following services:

- LINE WORKS - Works Mobile offers a comprehensive service to be used as an internal office setting groupware with various functions, including the business messenger, email, drive, calendar, address book and necessary services in a business setting such as membership management, security setting, service statistics, auditing, and monitoring.

Service users are responsible to adhere to the user's obligation in the Terms and Conditions of Use in order to use Works Mobile services securely and properly. Also users should understand and perform privacy practices, such as changing passwords on a regular basis and not disclosing passwords to others.

### **Infrastructure**

Works Mobile operates diverse IT equipment to provide services to users as necessary, and operates various management systems to manage the IT equipment. The infrastructure necessary to provide services is located in an independent zone in the data center where access is physically limited. Works Mobile also uses automated tools and systems to monitor system components for security, availability, process integrity, confidentiality, and privacy protection of the services.

### **Data**

Works Mobile handles data that users provide for the use of services, and all information processed to provide services as important information. Privacy

practices are defined and identified in accordance with relevant regulations and laws. Internal control processes are established for the collected and processed personal information and for the management systems that process the personal information. Identified information is applied with different level of information security controls by materiality. Also, when users leave Works Mobile membership, the user's personal information is deleted within the period the user has agreed to and the regulations allow.

## **People**

Work related to IT System, which develops and manages system is significant to provide service. In order to provide stable service, developmental tasks that develops service-related program and operational tasks that operates relevant system are segregated. The major tasks in supporting, maintaining, monitoring, and supervising services are as follows:

- Service planning – is responsible for designing, planning, and operating Works Mobile's various services. For each service, a service planning/operating team is assigned, and the team cooperates with software development team, test team, and information security team to provide more convenient and secure services.
- Development – develops IT systems for services, maintains relevant program software to continuously improve and provide services, and records and manages relevant logs. Program development and change are performed in separated environments from operational environments. Development teams continuously communicate development and change progress or issues with relevant teams through groupware.
- Test – evaluates the quality of developed services, and requests for improvement. Before releasing a developed program and system, the test team confirms that every planning and development procedure was performed properly. Also, the test team reviews the test results of programs and systems to confirm that data was processed without any issues.
- Infrastructure operation – implements data center infrastructures and operates networks, servers, and databases that are required to provide services. Also, professional experts participate in the design, implementation, and operation stages to provide seamless service.
- Information security – operates an information security organization to insure users' personal information and service stability. Information security team manages a corporate information security policy and regulations, and reviews Works Mobile's compliance status on a regular basis. Also, the team reviews authorities each department needs to conduct its task, and terminates unnecessary authorities on a regular basis.

- IT security – performs various activities to assure operational stability and sustainability of server systems and hardware that is required to provide services. Also, information security specialists monitor and test IT security status to protect services 24 hours a day, 365 days a year. The specialists analyze, prevent, and respond to incidents via monitoring any events that may threaten the service.