



Service Organization Controls (SOC) 3 Report

Description of Works Mobile's LINE WORKS Service System

And

Independent Service Auditors' Report

Relevant to Security, Availability, Processing Integrity, Confidentiality  
and Privacy

For the Period from January 1, 2017 to December 31, 2017

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## Independent Service Auditors' Report

To the Management of Works Mobile Corporation

We (referred to as “we”, “our” hereinafter) have examined management’s assertion that Works Mobile Corporation (referred to as “Works Mobile” hereinafter), during the period of January 1, 2017 to December 31, 2017, has maintained effective controls to provide reasonable assurance that:

- the LINE WORKS service was protected against unauthorized access, use, or modification;
- the LINE WORKS service was available for operation and use, as committed or agreed;
- the LINE WORKS service processing was complete, valid, accurate, timely, and authorized;
- the confidential information within the LINE WORKS service was protected as committed or agreed; and
- the personal information collected in LINE WORKS service was collected, used, retained, disclosed and disposed of in conformity with its commitments in the Privacy Policy (<https://line.worksmobile.com/kr/rules/privacy>)

based on the criteria for the security, availability, processing integrity, confidentiality and privacy principles set forth in TSP section 100, Trust Services Principles (AICPA, Technical Practice Aids) (applicable trust services criteria). This assertion is the responsibility of Works Mobile’s management. Our responsibility is to express opinions based on our examination.

Our examination was conducted in accordance with the attestation standards established by the AICPA and, accordingly, included (1) obtaining an understanding of LINE WORKS’ security, availability, processing integrity, confidentiality and privacy controls; (2) testing and evaluating the operating effectiveness of the controls; and (3) performing such other procedures which we have 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 not be prevented in advance and may not be detected. Furthermore, the projection of any conclusions, based on our findings, may be altered due to potential changes in the system or procedures which are operated for the future service.

In our opinion, “management’s assertion” as referred to above is fairly stated, in all material respects, based on the aforementioned criteria for security, availability, processing integrity, confidentiality and privacy of the AICPA Trust Services Principles.

*Deloitte Anjin LLC*

Deloitte Anjin LLC.  
January 19, 2018



## Works Mobile Management's Assertion Related to the Security, Availability, Processing Integrity, Confidentiality and Privacy of LINE WORKS Service

Works Mobile has maintained effective controls over the security, availability, processing integrity, confidentiality and privacy of LINE WORKS service, during the period of January 1, 2017 to December 31, 2017, to provide reasonable assurance that:

- the LINE WORKS service was protected against unauthorized access, use, or modification;
- the LINE WORKS service was available for operation and use, as committed or agreed;
- the LINE WORKS service was complete, valid, accurate, timely, and authorized;
- the confidential information within the LINE WORKS service was protected as committed or agreed; and
- the personal information collected in LINE WORKS service was collected, used, retained, disclosed and disposed of in conformity with its commitments in the Privacy Policy (<https://line.worksmobile.com/kr/rules/privacy>)

based on the AICPA Guideline on control standards at a service organization relevant to security, availability, processing integrity, confidentiality and privacy.

The attached Description of LINE WORKS Service System identifies the aspects of the systems covered by our assertion.

Works Mobile Corporation  
January 19, 2018



## Description of Works Mobile's LINE WORKS Service System Relevant to Security, Availability, Processing Integrity, Confidentiality and Privacy

### Service Organization Overview

Works Mobile Corporation (referred to as “Works Mobile” or “the Company” hereinafter) began as NAVER Mail Service in 2011, became NAVER Works in 2012, and has been separated from NAVER Corporation (April 2015) in order to embark on a new journey in the global business service market. Works Mobile Japan Inc. Ltd. was opened in June 2015.

Currently, Works Mobile offers various cooperative/communication business-type services comprised of Messenger, Voice/Video Call, Mail, Drive, Calendar, Home (Board), Contacts, monitoring and the like for business. Corporations and organizations are capable of implementing Smart Office through the various services offered by the Cloud of Works Mobile. LINE WORKS service offers various device solutions, including PC, smartphone, and tablet PCs, and not only does it offer the cooperative/communication services for members of corporations, it also provides management functions, including member management, security setting, service statistics, auditing, and mail monitoring services.

### Works Mobile Services

Works Mobile offers services through PC, mobile and mobile application for the users' convenience. To deliver such services, Works Mobile uses various IT systems, security devices, and in-house service management systems of Works Mobile. This description includes the following service:

- LINE WORKS - offers various cooperative/communication services for executives and employees comprised of Messenger (company-type), Mail, Drive, Calendar, Contacts and other necessary services for administrators such as member management, security setting, service statistics, auditing, and mail monitoring services.

Service users are responsible to adhere to the user's obligation as mentioned in the Terms of Service in order

to use the Works Mobile services securely and properly. Users should also fully understand and perform privacy practices, such as changing passwords on a regular basis and not disclosing their passwords to others.

## **Infrastructure**

The Company operates a range of IT equipment to provide services to users when necessary, and operates various management systems to manage the IT equipment. The infrastructure equipment for rendering the service is located in an independent area at the data center, to which access is strictly controlled. The Company also utilizes automated tools and systems to monitor the system components for security, availability, process integrity, confidentiality and privacy protection of the services.

## **Data**

The Company handles and considers the data that users provide for the use of services and all information processed to provide services as one type of important information. Personal information protection is identified in accordance with relevant regulations and laws. Internal control procedures are established for the collected and processed personal information and for the management systems that handle the personal information. Identified information is classified according to level of importance for a higher privacy control. Also, when users leave Works Mobile, their personal information is deleted within the period the user has agreed to and the regulations allow.

## Human Resources

Works related to IT system, which develops and manages system, are significant in rendering the service.

For a more stable service, (a) developmental tasks, which handle the development of service-related programs, and (b) operational tasks, which handle the operation of relevant systems, are segregated. The

major tasks in supporting, maintaining, monitoring, and supervising the services are as follows:

- Service planning - 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 the software program development team, testing team, and information protection team to take care of changes in services and to develop new services.
- Development - Develops necessary systems for the services, maintains relevant software programs to continuously improve and provide services, and records and manages relevant logs. Program development and change are performed in an environment other than operational, which is the development/testing environment. The development team constantly communicates and shares the progress or issues while in development and/or change with relevant teams via groupware.
- Testing - Evaluates the quality of developed services and requests for improvement. Before releasing a fully developed program or system, the testing team confirms whether every planning and development procedure was performed properly. Also, the test results of programs and systems are reviewed to confirm that data was processed without any issues.
- Infrastructure operation - Responsible for data center infrastructures, networks, servers, and databases that are required in rendering the services. Experts participate in the design, implementation and operation stages to provide seamless services.
- Information protection - Information protection organization is being operated for users' privacy and service stability. The information protection team manages company-wide information protection policy and regulations, and assesses whether they are being complied with properly on a regular basis. The team also reviews authorities required for employees in performing their tasks in their respective department and terminates unnecessary authorities on a regular basis.
- IT security - Performs various activities to assure operational stability and sustainability of server systems and hardware which are required to provide the services. Information security specialists monitor and test the IT security status to protect the services 24 hours a day, 365 days a year. They analyze, prevent and respond to incidents by monitoring any events that may threaten the service.