TRANSLATION
WORKSPACE

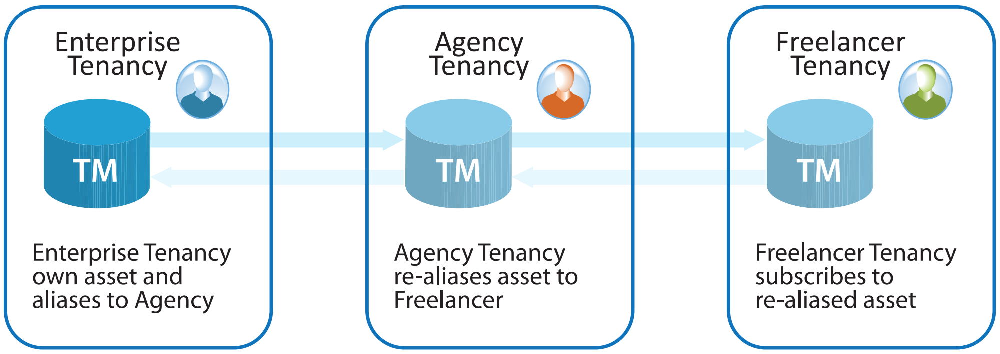
Security and Data Privacy

The first On-Demand Solution for Secure Collaboration across the Translation Supply Chain

In a Software as a Service (SaaS) environment, security and data privacy are key aspects of the value subscribers get from a system. SaaS offers faster ROI and lower total cost of ownership than a traditional behind-the-firewall alternative, while still safeguarding valuable data and confidential communications. In Translation Workspace, privacy and security are a function of both system design and the subscription management framework.

Data Segregation

Translation Workspace provides complete customer data segregation between tenants in the system. Neither Lionbridge nor any other subscriber is able to see or access another subscriber's information, as each Translation Workspace subscription has its own logical space in the system data model, preventing unauthorized access or any sort of data leakage between tenancies.


Enterprise Tenancy
TM
Enterprise Tenancy own asset and aliases to Agency
Agency Tenancy
TM
Agency Tenancy re-aliases asset to Freelancer
Freelancer Tenancy
TM
Freelancer Tenancy subscribes to re-aliased asset

Data Segregation in Translation Workspace

Because users in different tenancies often need to work on projects together, Translation Workspace provides a secure method for sharing TMs and glossaries across tenancies—Asset Aliasing™.

Your tenancy is your own private workspace, over which you have complete control. No one can gain access to your assets without your explicit permission. Data security is paramount on Translation Workspace, and something Lionbridge takes very seriously—after all, Lionbridge's own data is in the platform as well. The only way any other tenant can use your assets is if you grant them explicit permission via Asset Aliasing. With Asset Aliasing, you control the type and duration of access to your linguistic asset data.

FOUR ASPECTS OF SECURITY AND DATA PRIVACY

- Data segregation
- Authentication
- Access permissions
- Asset Aliasing
- Subscription agreement

WITH TRANSLATION WORKSPACE YOU CAN:

- **Start translating now** with robust tools supporting popular formats, error checking, online review and more!
- **Increase reuse** by sharing Live Assets™ such as TMs and Glossaries
- **Eliminate manual and time-consuming processes** to synchronize static TMs and glossaries - no more version control or software incompatibility issues
- **Enjoy Pay-as-you-go pricing** making it easy to match your technology spend to your business cycles
- **Reduce IT costs** and overhead with your own secure private workspace, we manage the IT infrastructure so that you don't have to
- **Add your profile to the Directory** of subscribers so you can promote your services, find other service providers and collaborate with other subscribers

Data Segregation, Continued.

From the subscription management perspective, the GeoWorkz metering engine is aware of the total number of words used by any given tenancy—in the aggregate—for billing purposes. However, this metering of words is in the aggregate only—not traceable to projects associated with those words or any other parameter. Similarly, the GeoWorkz subscription engine knows which plan a tenant is on. However, both of these points are about your usage of Translation Workspace as a commercial tool—not about the content put through it. Who your customers are, whom you add as users within your tenancy (if applicable) and, of course, your assets and the material you translate, is not accessible to GeoWorkz.

Authentication

Application access—logging into the Translation Workspace Web interface or GeoWorkz.com and connecting to the Translation Workspace server from the Word Plug-in, Translation Workspace Tools, and the XLIFF Editor—requires authentication of user name, password, and tenancy name.

Translation Workspace enforces security with an authentication scheme requiring user name, password, and tenancy name credentials for both Translation Workspace and the GeoWorkz Directory. Data security during communications between the clients and server is via HTTP, using RSA and AES encryption—protocols that meet government security standards.

Access Permissions

Translation Workspace gives you rigorous control within your tenancy over who has what access to objects and functions. Access to administrative functions and objects is determined by role. A user's role determines her or his permission to perform administrative functions (for example, managing roles, users, running reports, tasks, and asset searches) and asset management functions (for example, access to workgroups, TMs, glossaries, and review packages).

A role is a combination of system and object permissions. System permissions are set only by the role assigned to the user record (during user creation). Object permissions are set at the object level by the role assigned to the user when added to an object. The object permission defined with the role set to a user record has no impact.

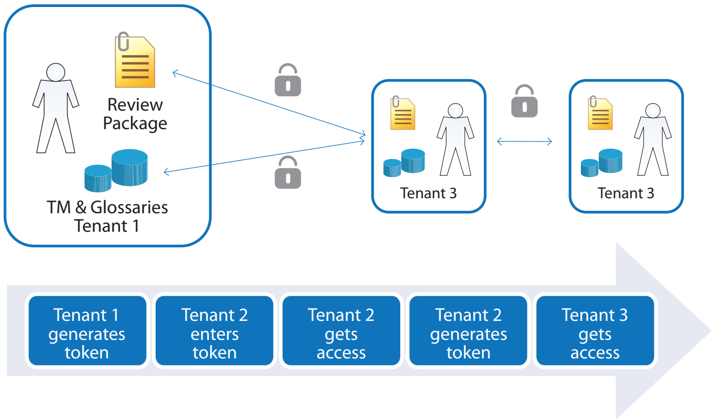
There are currently 28 system permissions and over 90 object permissions, and you can customize roles with any combination of these permissions. There are 11 default roles (Admin, Project Manager, Asset Manager, TM Manager, Glossary Manager, Review Manager, Linguist, Terminologist, Translator, Customer, Guest). You can customize their roles, or create completely new roles.

Asset Aliasing™

Translation Workspace also supports secure collaboration across tenancies. This is accomplished by Asset Aliasing™, an Internet-based language asset sharing approach exclusive to the Translation Workspace. Owners of linguistic assets in a tenancy can make the assets available to users in other tenancies by sharing an Aliased Asset token with those external users. When the external users accept the token, those users will see and will be able to work with the aliased asset, as if it were an asset in their tenancy.

A user with the appropriate permissions set on the alias can, in turn, generate a new token for the aliased asset, and share it with other users. So, for example, an owner of content needing translation can share their translation memory with a Language Service Provider (LSP), who will manage the translation. This LSP can in turn share the translation memory with freelance translators who will perform the translation. The owner of the translation memory retains control of it, and gains the translations created during the project for future use. Meanwhile, identities of the individual users are protected across tenancies.

In the example in this figure, Tenant 1 sends a token to tenant 2. Tenant 2 enters the token in her or his tenancy and gets access to the assets that Tenant 1 aliased. Now Tenant 2 can in turn alias those same assets and send tokens to tenant 3. Now Tenant 3 has access to Tenant 1's assets.



Asset Aliasing^{TM} in Translation Workspace

Put in real-world terms, Tenant 1 might be an enterprise subscriber to Translation Workspace, with a big translation project it needs to outsource. This subscriber publishes an alias for the TM it wants vendors to use on this project, and sends the alias to an agency partner who is also a subscriber. The agency then logs into its own tenancy in Translation Workspace and uses the alias token to access the enterprise customer's shared TM. The agency then publishes an alias to that same TM, so that the freelance subscribers working for them on this project can also access the enterprise TM. So in this way an entire supply chain works together on one platform, collaborating in real time on shared, but secure, aliased language assets.

Data Center

The system sits in an off-site, commercial SAS 70 Type II compliant data center which provides power redundancy, data backup and hardware redundancy, etc., allowing us to deliver the 99% uptime we commit to in our SLA.

Translation Workspace is built on industry standards like XLIFF and TMX for easy data sharing and interoperability with legacy systems. The GeoWorkz e-commerce engine is Payment Card Industry (PCI) level 1 certified for the security and confidentiality of all payment information, and complies with US and EU taxation and invoicing requirements.

Summary

Translation Workspace and the subscription management back-end of GeoWorkz.com provide security and protection for all data processed by the system. Both the design of the system and the legal framework of the license agreement protect all subscribers against data leakage or unauthorized access. Lionbridge is committed to subscriber data security and privacy both as the system administrator and as one of the largest tenants on the platform.

ALL APPLICATIONS ARE PROTECTED BEHIND REDUNDANT FIREWALLS, WITH:

» 24/7 on-site security personnel

» 3 closed doors to access the datacenter, with 2 more closed doors to access the Lionbridge equipment

» Biometric identification is required for all personnel entering the facility

» The datacenter in a non-advertised remote location.

> “With real-time access to an ongoing, updated, centralized TM, the process of translating and editing has been rendered parallel across the organization, rather that sequential as before.”
> *Translation Industry Analyst*

About Lionbridge

Lionbridge Technologies, Inc. (NASDAQ: LIOX) is a provider of translation, development and testing services. Lionbridge combines global resources with proven program management methodologies to serve as an outsource partner throughout a client's product and content lifecycle - from development to translation, testing and maintenance. Global organizations rely on Lionbridge services to increase international market share, speed adoption of global products and content, and enhance their return on enterprise applications and IT system investments.

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