



Outcome Cloud™ Security & Trust Center

Business Outcomes. Delivered.

Version 1.0

1. Our Security Philosophy

Transforming Information into Business Outcomes.

Information is one of the most valuable assets a business owns. Protecting that information is fundamental to everything we build.

Security is not an add-on to Outcome Cloud™—it is a core architectural principle. Every capability within the platform is designed with security, privacy, governance, and compliance in mind.

Our objective is simple:

Help customers innovate with confidence while maintaining the highest standards of security and trust.

2. Security by Design

Outcome Cloud™ is designed around a secure, cloud-native architecture that incorporates security throughout the platform lifecycle.

Core principles include:

- Security by Design
- Least Privilege Access
- Encryption by Default
- Continuous Monitoring
- Defense in Depth
- Zero Trust Principles
- Secure Software Development
- Privacy First



3. Cloud Infrastructure

Outcome Cloud™ is hosted on Amazon Web Services (AWS), providing enterprise-grade cloud infrastructure designed for security, scalability, and high availability.

Platform capabilities include:

- Secure AWS Infrastructure
- Encrypted Storage
- Encrypted Communications (TLS)
- High Availability Architecture
- Automated Backups
- Disaster Recovery
- Geographic Deployment Options

4. Identity & Access Management

Outcome Cloud™ includes enterprise identity and access controls designed to protect customer information.

Capabilities include:

- Role-Based Security
- Granular Permissions
- Multi-Factor Authentication (MFA)
- Secure Password Policies
- Session Management
- Audit Logging
- Account Lockout Protection

Future capabilities include:

- Single Sign-On (SAML/OIDC)
- Microsoft Entra ID Integration
- Okta Integration
- Google Workspace Authentication



5. Data Protection

Customers retain ownership of all information stored within Outcome Cloud™. MaxxLogix does not claim ownership of customer data.

Security controls include:

- Encryption at Rest
- Encryption in Transit
- Secure Data Isolation
- Backup & Recovery
- Access Logging
- Data Retention Controls

6. Artificial Intelligence Security

Outcome Cloud™ is powered by Intelligent Outcome Engines™ designed to apply AI responsibly and securely.

Our principles include:

- Customer data remains customer data.
- AI operates within customer-authorized business context.
- Customer information is never sold.
- AI interactions are governed by platform security controls.
- Organizational context is isolated between customers.

7. Privacy

MaxxLogix believes customer information belongs to the customer.

We are committed to:

- Transparent privacy practices
- Minimal data collection



- Customer data ownership
- Responsible AI usage
- Secure support communications
- Compliance with applicable privacy regulations

8. Compliance

Outcome Cloud™ is designed to support organizations operating within regulated industries.

Platform capabilities assist customers in meeting requirements related to:

- HIPAA
- GDPR
- CCPA
- SOX
- 21 CFR Part 11
- Industry-specific governance requirements

9. Business Continuity & Disaster Recovery

Platform resilience includes:

- Automated backups
- High availability
- Disaster recovery procedures
- Infrastructure monitoring
- Capacity management
- Incident response processes

10. Secure Software Development

Security is incorporated throughout our software development lifecycle.

Practices include:

- Secure Design Reviews
- Code Reviews
- Controlled Change Management
- Security Testing



- Vulnerability Management
- Continuous Product Improvements

11. Customer Responsibilities

Customers also play an important role in maintaining a secure environment.

We recommend:

- Enable Multi-Factor Authentication
- Use strong passwords
- Apply least privilege access
- Review user permissions regularly
- Protect endpoint devices
- Train users on cybersecurity best practices

12. Security Reporting

Potential security concerns can be reported to: **security@MaxxLogix.com**

General support: **support@MaxxLogix.com**

Sales: **sales@MaxxLogix.com**

13. Trust Center Resources

- Privacy Policy
- Terms of Service
- Acceptable Use Policy
- Security & Trust Center
- Service Status
- Compliance Documentation

Business Outcomes. Delivered.

Transforming Information into Business Outcomes.