

Enterprise-Grade Data Security



Enterprise-Grade Data Security

Summary:

- At Telescope, protecting your sensitive data is central to our mission. We design, build, and operate a Legal Matter Management Platform with industry-leading security practices, robust controls, and a clear roadmap toward internationally recognised standards for enterprise legal technology and data security.

Why Security Matters:

- The legal industry handles highly confidential and commercially sensitive information. We understand that strong data security isn't optional; it's a core requirement. Our mission is to give you absolute confidence that your data is protected with best-practice controls, ensuring your trust in Telescope is well-placed.

ISO 27001 & SOC 2:

- We are actively working towards ISO 27001 and SOC 2 accreditations, two of the most respected standards in information security. While final certification is pending, Telescope has already implemented the foundational controls, documentation, and operational practices required to meet both frameworks. We are progressing through formal audit readiness and external assessment phases and will provide updates in due course.
- ISO 27001: The international benchmark for an Information Security Management System (ISMS), demonstrating a systematic, risk-based approach to managing information security across people, processes, and technology.

- SOC 2: Focuses on security, availability, processing integrity, confidentiality, and privacy, reflecting rigorous third-party auditing of our controls and processes over time.

Multi-Layered Security Program: Our Legal Matter Management Platform operates under a comprehensive security program that includes multiple layers of protection:

Technical Safeguards:

- Data Isolation & Residency: Client data is stored in isolated databases. We support multi-region data residency (via AWS and Azure), allowing you to specify exactly where your data is stored to meet jurisdictional compliance.
- Encryption: Data is encrypted in transit (TLS 1.2/1.3) and at rest (AES-256).
- Identity & Access Management: We utilise Microsoft Entra ID as our core authentication strategy, enabling SSO and enforcing your organisation's existing Multi-Factor Authentication (MFA) policies. Granular Role-Based Access Control (RBAC) is enforced at the Matter level, ensuring strict walls within the organisation's data.
- Audit Logging & Monitoring: Logging is enabled at the hosting and database level for error and performance monitoring, and at the application level, including audit trails per Matter for internal use
- Backup: full database snapshots are stored with 30-day point-in-time recovery

Enterprise-Grade Data Security

Operational Controls:

- **Documented Policies & Procedures:** We maintain extensive internal policies covering access control, incident response, change management, and more.
- **Secure Development Practices:** Security is embedded throughout our software lifecycle, including code reviews, dependency scanning, and secure coding standards.
- **Employee Training & Awareness:** All team members receive continuous security education relevant to their roles.

Governance & Risk Management:

- **Risk Assessments:** Ongoing evaluation of threats and vulnerabilities to proactively manage risks.
- **Periodic Internal Reviews:** Regular reviews of policies and controls as part of our readiness for formal ISO and SOC 2 audit processes.

Transparency and Trust:

- As part of our compliance journey, we make security documentation available to existing and prospective clients, under controlled access (e.g., security questionnaires, whitepapers, and audit summaries under NDA). We also provide support for client-led security reviews and assessments.