Protecting your data

How NRC Health's security practices keep your data private and protected

NRC Health empowers healthcare organizations to better understand the people they care for and design experiences that inspire loyalty.

How NRC Health's security practices keep your data private and protected

Your data is an invaluable asset. NRC Health is committed to keeping it safe. Outlined below are the practices NRC Health deploys to safeguard your data against any threat to its integrity.

Rigorous controls

HIPAA TRAINING
All associates (or external contractors) with data access must first complete HIPAA training, and must verify annual re-training for every year thereafter.

SECURITY AWARENESS TRAINING
Upon hire and regularly thereafter, all NRC Health associates receive Security Awareness Training from the Information Security team.

STANDING AGREEMENTS
NRC Health associates are bound by strict NDAs when working with partners in any capacity. External partners with access to Protected Health Information must execute a BAA in addition to an NDA.

VENDOR COMPLIANCE
NRC Health performs annual on-site inspections of its subservice vendors as part of its SOC2, Type II audit. Its Information Security team reviews all relevant vendor certifications and ensures compliance with NRC Health's policies and procedures.

Zero complacency

TRANSPARENCY
All Information Security policies and procedures are scrutinized by a third-party auditor, KPMG, in NRC Health's annual SOC2, Type II audit.

TESTING
Each year, NRC Health undergoes third-party penetration testing to ensure its applications and networks are protected against new and evolving exploits.

REVIEW PROCEDURES
Security practices are regularly audited. Security-risk assessments are conducted annually, as are reviews of policies affecting data-handling employees. Access logs to NRC Health data are reviewed monthly by the Information Security team and inspected for anomalous or suspicious behavior.

MULTI-FACTOR AUTHENTICATION
All associates and contractors are required to utilize Multi-Factor Authentication when accessing resources remotely.

nrc HEALTH | Human understanding

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