

# Independent Service Auditors' Report



**DriveSavers Data Recovery, Inc.**

*Independent Service Auditors' Report On DriveSavers Data Recovery, Inc.'s  
Description Of Its Data Recovery System and the Suitability of the Design and  
Operating Effectiveness of Controls for the Security Trust Services Criteria*

**For Period:**

*May 1, 2018 through April 30, 2019*



CliftonLarsonAllen LLP  
Minneapolis, MN



WEALTH ADVISORY | OUTSOURCING | AUDIT, TAX, AND CONSULTING





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## Section I. Independent Service Auditors' Report

To Management of  
DriveSavers Data Recovery, Inc.  
Novato, California

### Scope

We have examined DriveSavers Data Recovery, Inc.'s (DriveSavers) accompanying description of its data recovery system titled "System Description of its Data Recovery System" throughout the period May 01, 2018, to April 30, 2019, (description) based on the criteria for a description of a service organization's system in DC section 200, *2018 Description Criteria for a Description of a Service Organization's System in a SOC 2® Report* (AICPA, *Description Criteria*), (description criteria) and the suitability of the design and operating effectiveness of controls stated in the description throughout the period May 01, 2018, to April 30, 2019, to provide reasonable assurance that DriveSavers' service commitments and system requirements were achieved based on the trust services criteria relevant to security (applicable trust services criteria) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*).

DriveSavers uses a subservice organization to provide IT managed services. The description indicates that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls at DriveSavers, to achieve DriveSavers' service commitments and system requirements based on the applicable trust services criteria. The description presents DriveSavers' controls, the applicable trust services criteria, and the types of complementary subservice organization controls assumed in the design of DriveSavers' controls. The description does not disclose the actual controls at the subservice organization. Our examination did not include the services provided by the subservice organization, and we have not evaluated the suitability of the design or operating effectiveness of such complementary subservice organization controls.

The description indicates that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at DriveSavers, to achieve DriveSavers' service commitments and system requirements based on the applicable trust services criteria. The description presents DriveSavers' controls, the applicable trust services criteria, and the complementary user entity controls assumed in the design of DriveSavers' controls. Our examination did not include such complementary user entity controls and we have not evaluated the suitability of the design or operating effectiveness of such controls.

### **Service Organization's Responsibilities**

DriveSavers is responsible for its service commitments and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that DriveSavers' service commitments and system requirements were achieved. DriveSavers has provided the accompanying assertion titled "DriveSavers' Management Assertion" (assertion) about the description and the suitability of the design and operating effectiveness of controls stated therein. DriveSavers is also responsible for preparing the description and assertion, including the completeness, accuracy, and method of presentation of the description and assertion; providing the services covered by the description; selecting the applicable trust services criteria and stating the related controls in the description; and identifying the risks that threaten the achievement of the service organization's service commitments and system requirements.

### **Service Auditors' Responsibilities**

Our responsibility is to express an opinion on the description and on the suitability of the design and operating effectiveness of controls stated in the description based on our examination. Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform our examination to obtain reasonable assurance about whether, in all material respects, the description is presented in accordance with the description criteria and the controls stated therein were suitably designed and operated effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

An examination of the description of a service organization's system and the suitability of the design and operating effectiveness of controls involves the following:

- Obtaining an understanding of the system and the services organization's service commitments and system requirements.
- Assessing the risks that the description is not presented in accordance with the description criteria and that controls were not suitably designed or did not operate effectively.
- Performing procedures to obtain evidence about whether the description is presented in accordance with the description criteria.
- Performing procedures to obtain evidence about whether controls stated in the description were suitably designed to provide reasonable assurance that the service organization achieved its service commitments and system requirements based on the applicable trust criteria.
- Testing the operating effectiveness of controls stated in the description to provide reasonable assurance that the service organization achieved its service commitments and system requirements based on the applicable trust services criteria.
- Evaluating the overall presentation of the description.

Our examination also includes performing such other procedures as we considered necessary in the circumstances.

### **Inherent Limitations**

The description is prepared to meet the common needs of a broad range of report users and may not, therefore, include every aspect of the system that individual report users may consider important to meet their informational needs.

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls.

Because of their nature, controls may not always operate effectively to provide reasonable assurance that the service organization's service commitments and system requirements are achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the suitability of the design and operating effectiveness of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

### **Description of Tests of Controls**

The specific controls we tested and the nature, timing, and results of those tests are listed in section IV.

### **Opinion**

In our opinion, in all material respects —

- a. the description presents DriveSavers' data recovery system that was designed and implemented throughout the period May 01, 2018, to April 30, 2019, in accordance with the description criteria.
- b. the controls stated in the description were suitably designed throughout the period May 01, 2018, to April 30, 2019, to provide reasonable assurance that DriveSavers' service commitments and system requirements would be achieved based on the applicable trust services criteria, if its controls operated effectively throughout that period, and if the subservice organization and user entities applied the complementary controls assumed in the design of DriveSavers' controls throughout that period.
- c. the controls stated in the description operated effectively throughout the period May 01, 2018, to April 30, 2019, to provide reasonable assurance that DriveSavers' service commitments and system requirements were achieved based on the applicable trust services criteria, if complementary subservice organization controls and complementary user entity controls assumed in the design of DriveSavers' controls operated effectively throughout that period.

### **Restricted Use**

This report, including the description of tests of controls and results thereof in section IV, is intended solely for the information and use of DriveSavers, user entities of DriveSavers' data recovery system during some or all of the period May 01, 2018, to April 30, 2019, business partners of DriveSavers subject to risks arising from interactions with the data recovery system, practitioners providing services to such user entities and business partners, prospective user entities and business partners, and regulators who have sufficient knowledge and understanding of the following:

- The nature of the service provided by the service organization

- How the service organization's system interacts with user entities, business partners, subservice organizations, and other parties
- Internal control and its limitations
- Complementary user entity controls and complementary subservice organization controls and how those controls interact with the controls at the service organization to achieve the service organization's service commitments and system requirements
- User entity responsibilities and how they may affect the user entity's ability to effectively use the service organization's services
- The applicable trust services criteria
- The risks that may threaten the achievement of the service organization's service commitments and system requirements and how controls address those risks

This report is not intended to be, and should not be, used by anyone other than these specified parties.

*CliftonLarsonAllen LLP*

**CliftonLarsonAllen LLP**

Minneapolis, Minnesota  
June 28, 2019

## Section II. DriveSavers Management Assertion



# DriveSavers Data Recovery

### DriveSavers Data Recovery, Inc.'s (DriveSavers) Management Assertion

We have prepared the accompanying description of DriveSavers' data recovery system titled "System Description of its Data Recovery System" throughout the period May 01, 2018, to April 30, 2019, (description) based on the criteria for a description of a service organization's system in DC section 200, 2018 Description Criteria for a Description of a Service Organization's System in a SOC 2® Report (AICPA, Description Criteria) (description criteria). The description is intended to provide report users with information about the data recovery system that may be useful when assessing the risks arising from interactions with DriveSavers' system, particularly information about system controls that DriveSavers has designed, implemented, and operated to provide reasonable assurance that its service commitments and system requirements were achieved based on the trust services criteria relevant to security (applicable trust services criteria) set forth in TSP section 100, 2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy, (AICPA, Trust Services Criteria).

DriveSavers uses a subservice organization to provide managed IT services. The description indicates that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls at DriveSavers, to achieve DriveSavers' service commitments and system requirements based on the applicable trust services criteria. The description presents DriveSavers' controls, the applicable trust services criteria, and the types of complementary subservice organization controls assumed in the design of DriveSavers' controls. The description does not disclose the actual controls at the subservice organization.

The description indicates that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at DriveSavers, to achieve DriveSavers' service commitments and system requirements based on the applicable trust services criteria. The description presents DriveSavers' controls, the applicable trust services criteria, and the complementary user entity controls assumed in the design of DriveSavers' controls.

We confirm, to the best of our knowledge and belief, that

- a) the description presents DriveSavers' data recovery system that was designed and implemented throughout the period May 01, 2018, to April 30, 2019, in accordance with the description criteria.
- b) the controls stated in the description were suitably designed throughout the period May 01, 2018, to April 30, 2019, to provide reasonable assurance that DriveSavers' service commitments and system requirements would be achieved based on the applicable trust services criteria, if its controls operated effectively throughout that period, and if the subservice organization and user entities applied the complementary controls assumed in the design of DriveSavers' controls throughout that period.

- c) the controls stated in the description operated effectively throughout the period May 01, 2018, to April 30, 2019, to provide reasonable assurance that DriveSavers' service commitments and system requirements were achieved based on the applicable trust services criteria, if complementary subservice organization controls and complementary user entity controls assumed in the design of DriveSavers' controls operated effectively throughout that period.

By:

*Michael Hall*

Michael Hall  
Chief Information Security Officer

DriveSavers Data Recovery Inc.