

### Introduction

myTobiiDynavox® is a cloud-based storage system that provides critical backup, storage, and sharing services for Tobii Dynavox products. Tobii Dynavox AAC users, caregivers, and prospective clients use myTobiiDynavox to store and share page sets, bank messages, find product support, and purchase some Tobii Dynavox products. Read on to learn how myTobiiDynavox delivers secure service and protects customer data.

myTobiiDynavox functionality includes

- online storage and management of communication page sets and other AAC content.
- installer and update file downloads for select Tobii Dynavox software products and utilities.
- sharing of communication pages and page sets in the Page Set Central forum or between specified myTobiiDynavox accounts.
- recorded voice message banking and transcription.
- software license management.
- usage data and reports for select Tobii Dynavox software products.
- access to support documents and video resources that aid in the configuration and use of Tobii Dynavox hardware and software.

### Secure facility

The myTobiiDynavox software, communication, and database servers are hosted by Microsoft Azure cloud services in geographically dispersed datacenters that comply with key industry standards, such as ISO/IEC 27001:2013 and NIST SP 800-53, for security and reliability. Physical access to servers is monitored and restricted.

Additional information about Microsoft Azure physical security can be found at <https://azure.microsoft.com/en-us/blog/azure-layered-approach-to-physical-security/>

### Secure platform

myTobiiDynavox runs on Windows servers with the latest security patches installed. The servers are owned, operated, and hosted by the Microsoft Azure service and are protected by multi-layer firewalls.

All financial transactions are handled through PCI compliant third-party payment processors. More information about the PCI security standard is available at <https://www.pcisecuritystandards.org/standards/>

### Scalable and reliable infrastructure

myTobiiDynavox makes use of Microsoft Azure's built-in capabilities for scalability, redundancy, and geographic dispersal to provide high availability and reliability.

### Protecting customer privacy

Tobii Dynavox prohibits unauthorized disclosure of user or enterprise customer information to any third party. Our privacy policy identifies the information gathered, how it is used, with whom it is shared, and the customer's ability to control the dissemination of information. The Tobii Dynavox Privacy Policy can be found at <https://www.tobiidynavox.com/pages/privacy-policy>

### Protecting user data

All user data stored by myTobiiDynavox is protected at rest using 256-bit AES (Advanced Encryption Standard) provided by the Azure cloud service. User data on myTobiiDynavox is stored in proprietary, compressed file formats that further protect personal information from being visible to the casual observer.

##### Get Help Online

See the product-specific Support page for your Tobii Dynavox device. It contains up-to-date information about issues and tips & tricks related to the product. Find our Support pages online at: [www.TobiiDynavox.com/support-training](http://www.TobiiDynavox.com/support-training)

##### Contact Your Solution Consultant or Reseller

For questions or problems with your product, contact your Tobii Dynavox solution consultant or authorized reseller for assistance. They are most familiar with your personal setup and can best help you with tips and product training. For contact details, visit [www.TobiiDynavox.com/contact](http://www.TobiiDynavox.com/contact)

## Access to customer information

Tobii Dynavox staff members are the only individuals with access to Tobii Dynavox servers – limited access is granted on a need-to-know basis for the express purpose of customer support. Tobii Dynavox developers do not have access to data stored on production servers.

Tobii Dynavox tracks domain names and browser types for traffic management. However, this data is gathered in the aggregate and is never tracked to individual users.

## Firewall compatibility

myTobiiDynavox is firewall friendly. It generates only outgoing HTTPS/TCP to ports 8080, 443, and/or 8200. Most firewalls are already configured to permit outgoing web traffic, so district or location firewalls are unlikely to require bypass or modification.

## Protecting confidential data

myTobiiDynavox uses a highly compressed, encrypted stream to ensure data confidentiality without sacrificing performance. All traffic between the user's browser and the server is protected with industry standard HTTPS using TLS.

## User email addresses

Each user must provide a valid email address to use the myTobiiDynavox system. The email address must be verified by the owner. An email address cannot be used for more than one myTobiiDynavox account.

## Password protection and recovery

Users access their account data using their unique username and password. myTobiiDynavox enforces a minimum password length of 8 characters and displays a password strength indicator when creating or changing a password. Common weak passwords such as "password", "12345678", "abcdefgh" etc. are not permitted.

The myTobiiDynavox login screen has a "Forgot Password" link that prompts the user for their email address. If the email address matches the one we have in the system, an email is sent with a link to allow the user to reset their password.

## Conclusion

myTobiiDynavox protects customer data through industry standard encryption, physically and digitally secure servers, and operational best practices. To learn more about myTobiiDynavox, visit <https://www.mytobiidynavox.com/>

## About Tobii Dynavox

Tobii Dynavox creates communication aids for those in need of augmentative & alternative communication (AAC) and special education solutions. Our AAC solutions are designed for people with a wide range of communication impairments and disabilities such as cerebral palsy, autism, Down syndrome, Rett syndrome, ALS, multiple sclerosis, and aphasia, as well as those in their circle of care. Tobii Dynavox creates communication aids including hardware, software, and services to help these individuals succeed in developing or regaining communication skills. Our special education solutions are designed for special education teachers, speech and language pathologists, and parents or caregivers of those who require adaptive learning methods. Our special education software and community forum for creating and sharing curriculum and resources help this audience successfully teach school-aged learners worldwide vital communication and literacy skills.

For more information on Tobii Dynavox visit <https://www.tobiidynavox.com/>

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