



Participant Name: SheerID, Inc.

## Canadian Access Federation: Trust Assertion Document (TAD)

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### 1. Purpose

A fundamental requirement of Participants in the Canadian Access Federation is that they assert authoritative and accurate identity attributes to resources being accessed, and that Participants receiving an attribute assertion protect it and respect privacy constraints placed on it by the asserting Participant.

**To accomplish this practice, CANARIE requires** Participants to make available to all other Participants answers to the questions below.

#### 1.1 Canadian Access Federation Requirement

Currently, the community of trust is based on “best effort” and transparency of practice. Each Participant documents, for other Participants, their identity and access management practices, which they can confidently meet. Each Participant should make available to other Participants basic information about their identity management system and resource access management systems registered for use within the Canadian Access Federation. The information would include how supported identity attributes are defined and how attributes are consumed by services.

#### 1.2 Publication

Your responses to these questions must be:

1. submitted to CANARIE to be posted on the CANARIE website; and
2. posted in a readily accessible place on your web site.

You must maintain an up-to-date Trust Assertion Document.

## 2. Canadian Access Federation Participant Information

2.1.1. Organization name: **SheerID, Inc.**

2.1.2. Information below is accurate as of this date: **August 11, 2016**

### 2.2 Identity Management and/or Privacy information

2.2.1. Where can other Canadian Access Federation Participants find additional information about your identity management practices and/or privacy policy regarding personal information?

<http://www.sheerid.com/privacy-policy/>

### 2.3 Contact information

2.3.1. Please list person(s) or office who can answer questions about the Participant's identity management system or resource access management policy or practice.

Name: Harry V. Lalor

Title or role: Executive Vice President

Email address: [harry@sheerid.com](mailto:harry@sheerid.com)

Telephone: 541-236-3128

### 3. Identity Provider Information

Two criteria for trustworthy attribute assertions by Identity Providers are: (1) that the identity management system be accountable to the organization's executive or business management, and (2) the system for issuing end-user credentials (e.g., userids/passwords, authentication tokens, etc.) has in place appropriate risk management measures (e.g. security practices, change management controls, audit trails, accountability, etc.).

#### 3.1 Community

3.1.1. As an Identity Provider, how do you define the set of people who are eligible to receive an electronic identity? If exceptions to this definition are allowed, who must approve such an exception?

**Not Applicable to SheerID Services**

3.1.2. What subset of persons registered in your identity management system would you identify as a "Participant" in SAML identity assertions to **CAF** Service Providers?

**Not Applicable to SheerID Services**

#### 3.2 Electronic Identity Credentials

3.2.1. Please describe, in general terms, the administrative process used to establish an electronic identity that results in a record for that person being created in your electronic identity database? Please identify the office(s) of record for this purpose.

**Not Applicable to SheerID Services**

3.2.2. What authentication technologies are used for your electronic identity credentials (e.g., Kerberos, userID/password, PKI, ...) that are relevant to Canadian Access Federation activities? If more than one type of electronic credential is issued, how is it determined who receives which type? If multiple credentials are linked, how is this managed (e.g., anyone with a Kerberos credential also can acquire a PKI token) and audited?

**Not Applicable to SheerID Services**

3.2.3. If your electronic identity credentials require the use of a secret password or PIN, and there are circumstances in which that secret would be transmitted across a network without being protected by encryption (e.g., "clear text passwords" are used when accessing campus services), please identify who in your organization can discuss with any other Participant concerns that this might raise for them:

**Not Applicable to SheerID Services**

3.2.4. If you support a "single sign-on" (SSO) or similar campus-wide system to allow a single user authentication action to serve multiple applications, and you will make use of this to authenticate people for **CAF** Service Providers, please describe the key security aspects of your SSO system including whether session timeouts are enforced by the system,

whether user-initiated session termination is supported, and how use with “public access sites” is protected.

**Not Applicable to SheerID Services**

- 3.2.5. Are your primary electronic identifiers for people, such as “NetID,” eduPersonPrincipalName, or eduPersonTargetedID considered to be unique for all time to the individual to whom they are assigned? If not, what is your policy for re-assignment and what is the interval between such reuse?

**Not Applicable to SheerID Services**

**3.3 Electronic Identity Database**

- 3.3.1. How is information in your electronic identity database acquired and updated? Are specific offices designated by your administration to perform this function? Are individuals allowed to update their own information on-line?

**Not Applicable to SheerID Services**

- 3.3.2. What information in this database is considered “public information” and would be provided to any interested party?

**Not Applicable to SheerID Services**

**3.4 Uses of Your Electronic Identity Credential System**

- 3.4.1. Please identify typical classes of applications for which your electronic identity credentials are used within your own organization.

**Not Applicable to SheerID Services**

**3.5 Attribute Assertions**

Attributes are the information data elements in an attribute assertion you might make to another Canadian Access Federation Participant concerning the identity of a person in your identity management system.

- 3.5.1. Please describe the reliability of your identity provider attribute assertions?  
**This section, and section 3.5.2 are Not Applicable to SheerID Services**

- 3.5.2. Would you consider your attribute assertions to be reliable enough to:

- a) control access to on-line information databases licensed to your organization?  
Yes  
No

b) be used to purchase goods or services for your organization?

Yes

No

c) enable access to personal information such as student record information?

Yes

No

### **3.6 Privacy Policy**

Canadian Access Federation Participants must respect the legal and organizational privacy constraints on attribute information provided by other Participants and use it only for its intended purposes.

3.6.1. What restrictions do you place on the use of attribute information that you might provide to other Canadian Access Federation participants?

SheerID does not release or provide attribute information to other Canadian Access Federation participants.

3.6.2. What policies govern the use of attribute information that you might release to other Canadian Access Federation participants?

SheerID does not release any attribute information to other Canadian Access Federation Participants.

3.6.3. Please provide your privacy policy URL.

<http://www.sheerid.com/privacy-policy/>

## 4. Service Provider Information

Service Providers, who receive attribute assertions from another Participant, shall respect the other Participant's policies, rules, and standards regarding the protection and use of that data. Such information must be used only for the purposes for which it was provided.

Service Providers are trusted to ask for only the information necessary to make an appropriate access control decision, and to not misuse information provided to them by Identity Providers. Service Providers must describe the basis on which access to resources is managed and their practices with respect to attribute information they receive from other Participants.

### 4.1 Attributes

- 4.1.1. What attribute information about an individual do you require in order to manage access to resources you make available to other Participants? Describe separately for each service application that you offer to CAF participants.

*eduPersonScopedAffiliation or eduPersonAffiliation are used to enforce eligibility criteria that may apply separately to university students, faculty, staff etc.*

- 4.1.2. What use do you make of attribute information that you receive in addition to basic access control decisions?

*The affiliation information is used to determine an individual's eligibility for retail offers in a purely voluntary context (student or faculty member is explicitly requesting eligibility check in order to access offer).*

- 4.1.3. Do you use attributes to provide a persistent user experience across multiple sessions?

*No, each attempt to verify eligibility requires a new Shibboleth session to be initiated.*

- 4.1.4. Do you aggregate session access records or record specific information accessed based on attribute information.

*Aggregation is limited to system reporting of the types of affiliations confirmed over a period of time, with ability to group by institution.*

- 4.1.5. Do you make attribute information available to other services you provide or to partner organizations?

*The eduPersonAffiliation or eduPersonScopedAffiliation value returned is mapped to a SheerID Affiliation Type (<http://developer.sheerid.com/docs/model.html#Affiliation>) value which is made available via API and transaction reporting as part of the VerificationResponse object (<http://developer.sheerid.com/docs/model.html#VerificationResponse>). This information is available only to the SheerID client account that initiated the Shibboleth workflow.*

## 4.2 Technical Controls

- 4.2.1. What human and technical controls are in place on access to and use of attribute information that might refer to only one specific person (i.e., personally identifiable information)? For example, is this information encrypted for storage in your system?

*Personally identifiable information collected during the verification request process is encrypted during transit and at rest using industry-standard strong encryption methods. Access to PII data within a client account is limited to explicitly requested access levels that are disabled by default. Access by SheerID staff users is limited based on explicit access controls restricted to users with a business need to access that information. Retention of PII data is controlled by a client-specific retention policy.*

- 4.2.2. Describe the human and technical controls that are in place on the management of super-user and other privileged accounts that might have the authority to grant access to personally identifiable information?

*Requests for user roles that grant elevated levels of access to internal users, including access to PII information, require an access request form approved by a manager with an indication of business need for access to that information. Access controls changes are managed through a change management system. All access controls changes are logged and reviewed. Access levels are reviewed on a quarterly basis and re-assessed based on job function/business need.*

- 4.2.3. If personally identifiable information is compromised, what actions do you take to notify potentially affected individuals?

*We have not experienced a compromise of PII information to date. In the event that a compromise is discovered, our Incident Response Policy dictates that we will first isolate the affected device(s), create backups for forensic analysis, and secure the network as necessary. After any data compromise is assessed and reviewed with executive team and legal counsel, notification of the individuals and/or SheerID client that owns the affected PII data will be conducted in accordance with client agreements. In the event that SheerID does not contain contact details (email address or phone), or the agreement precludes direct notification from SheerID, the population of affected individuals will be reported to the SheerID client with guidance to notify said individuals.*

## 5. Other Information

### 5.1 Technical Standards, Versions and Interoperability

- 5.1.1. Identify the SAML products you are using. If you are using the open source Internet2 Shibboleth products identify the release that you are using.

\_\_\_\_\_ Shibboleth version 2.5.6 \_\_\_\_\_

- 5.1.2. What operating systems are the implementations on?

\_\_\_\_\_ Amazon Linux (version 2016.03) \_\_\_\_\_

- 5.1.3. What versions of the SAML protocol (1.1 or 2.0) do you support in your implementations.

SAML 1.1

SAML 2.0

### 5.2 Other Considerations

- 5.2.1. Are there any other considerations or information that you wish to make known to other Canadian Access Federation Participants with whom you might interoperate? For example, are there concerns about the use of clear text passwords or responsibilities in case of a security breach involving identity information you may have provided? **N/A**