

GLOBAL CALL FORWARDING

Security

A global telephony provider you can trust.



Reliable call quality is essential for your business to serve customers efficiently and without interruptions. Our commitment to providing a secure phone service means keeping your calls, phone numbers, and information safe through multiple layers of protection.

Find out more about our security protocol here.

Global Call Forwarding (2007) is owned and operated by United World Telecom (1996)

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Introduction: Establishing A Secure Voice Network:

Here at Global Call Forwarding, we know security is of the utmost importance. Without a private, safe system, a company cannot function properly. This is why we take the strongest measures to ensure the safety of those who we have the privilege to work with.

Our security measures include thoroughly vetting our vendors, monitoring our service, setting up account security, and more. Our equipment is housed in Tier IV data centers with multi-factored, physical security.

“Overall, I think it’s a really reliable service. We have access to all of the information we need through the control panel system. We can not only check call detail records and call recordings but also see the invoices, all in one place.”

– Evelin S., Market Research Project Manager, GemSeek

Account Security

Comfortably manage your account and phone service from anywhere through our online control panel. With our technology, keep your account and data secure with two-factor authentication (TFA). When you turn on and set up TFA, you will receive an automated email with a unique code each time you log in to your account’s control panel that only you can access. For an added layer of protection, learn how to set up two-factor authentication in our Knowledge Base.

Our user and role management feature gives you the flexibility to create users and roles and assign specific permissions to each role. This way, users on your account only access the information they need to successfully do their jobs. You can continue to keep sensitive information safe and protected.

Network Posture Assessments

Our in-house engineers monitor our network quality and security at all times to ensure a smooth and safe process. We test numbers and lines and monitor call quality periodically. If an issue arises, we receive an alert and work to resolve it quickly. Additionally, our teams identify, investigate, and prevent disruptions, as well as protect customers from potential fraud instances or network issues. Our professional staff works to make the process simple and hassle-free.



Incident – Response

In the event of a security breach, our IT team utilizes a project management system to create an internal ticket. This logs the information pertaining to the issue, contains it securely, categorizes the type of concern, and investigates it.

We use this ticketing service to follow and maintain open communication between team members to solve the issue and target the threat. Think of it like this: The IT team picks up tickets like a chef in a restaurant. This is how we communicate with our IT members where the problem is, and who is affected – so we can keep track of the issue. Communication tools like this are in place to ensure maximum efficiency.

Any customer affected by an incident is contacted immediately and given periodic updates as we assess the situation. We maintain communication until the incident is resolved. If you believe there is a security breach, please contact your account manager or our customer support team.

Government Compliance

The FCC limits interconnected VoIP providers' use of customer proprietary network information, including personal call records. The US government requires interconnected VoIP providers to protect this data from disclosure.

Along with this, our company ensures the following is in compliance with the FCC guidelines:

- We will confirm any new or changed password, back-up for a forgotten password, online account or an address of record.
- We always obtain your approval and explicit consent before using your customer information for marketing.
- We consistently maintain accurate records regarding disclosure of your customer information to third parties, along with your approval beforehand.

Vendor Management

Our vast global network of telecom carriers and local partners enables us to provide phone numbers and reliable routing. Some of these relationships are long-established for over 25 years, therefore we carefully select new vendors only if they comply with our strict reliability and quality requirements. This ensures we only bring on high-quality and trustworthy vendors. On top of that, we thoroughly assess and qualify new accounts to ensure fraud cannot occur.

Learn more about the
[Global Call Forwarding Network.](#)

"It just works ... I set it up and just don't touch it. It is an out-of-the-box, easy, and straightforward solution. If we need to expand or upgrade the service, we will come to you first." – Jodi Swan, Principal IT Solutions Delivery Specialist

Protective Framework & Infrastructure – Endpoint Security

Our services utilize modern encryption via OAuth to protect our customers' passwords and private data.

Furthermore, we use WebRTC which keeps information physically secure. WebRTC is the protocol that the GCF softphone uses to create a secure connection and safely communicate over our network. Data is exchanged between web browsers and our servers, but remains encrypted. Secure Transport Layer Security (TLS) and Secure Real-Time Protocol (SRTP) prevent data from being breached or accessed by cyber attacks.

In addition to this, our hybrid infrastructure of hosted and cloud servers located in Miami and Singapore are physically protected by industry-leading procedures.



“Some of the best features of Global Call Forwarding include their reliable and flexible call forwarding options, which allow users to forward calls to any device, anywhere in the world.”

– Derek Friend, Vice President, Enterprise and Telecom, Screamer Electronic Services

Custom IPs

With innovative technological efforts, we have developed an in-house secure voice communication app with the ability to work with all platforms. Encryption efforts protect data and conversation content to provide our customers with privacy. This way, you can stay connected from any part of the world securely, and ensure access is limited to only those you can trust.

Data Storage

Customer data is not shared with any unauthorized third parties, and we do not store data beyond intended service duration. We employ advanced security measures ranging from extensive data encryption to layered permission for system access and regular staff training.

Secure Payments

Global Call Forwarding purposefully does not store your credit card details. Instead, we use a Payment Card Industry or PCI-compliant payment processor that stores payment information and issues a token instead. These tokens do not contain card details and work as the card identifier for the processor. As a result, your payment information is always kept safe and only accessible by you.

Security Awareness & Training

Global Call Forwarding enforces and holds a mandatory security training when onboarding new hires. This training teaches our employees how to handle sensitive data, especially when working remotely and with personal devices. Both office and remote workers are required to safeguard any customer information utilized.

FAQs

Why is information breach prevention so important?

- We know that maintaining safety is important to our reputation and the upkeep of our customers' trust. We prioritize the experience and wellbeing of those who we have the privilege to work with and this includes taking every preventative measure possible to prevent disaster.

Do I have the right to opt out of data collection?

- Absolutely. The state of Florida established in the FPPA that consumers have the right to opt out of the collection and/or sale of any personal data at any time.

UWT provides services globally, can I be sure that my rights are protected no matter where my call originates from?

- Our service is certified and compliant with multiple legislations regarding personal data protection. Customers can rest assured that their data is safe under multiple different legal statutes and regulations.

What do I do if I suspect a breach of information?

- Please immediately contact us by reaching out to your account manager or customer support with the concern and as much detail as possible.

What are my information security responsibilities?

- Pay close attention to your data and monitor for any unapproved changes or modifications, and be sure to report any suspicious activity.
- Opt out of data collection, if not necessary.
- As recommended by the FCC, do not use sensitive information as passwords or other data (eg. using SSN, date of birth, etc as a password or username)

Conclusion

Global Call Forwarding prioritizes security and safety above all. We take all preventative measures to ensure the privacy of our customers and take full responsibility for managing risks. GCF has 24/7/365 support engineers constantly monitoring our network and taking proactive steps to ensure you get the best phone service possible. You will also have a dedicated account manager who will work closely with your business to solidify maximum results and answer any questions you may have. **To learn more, get in touch today!**

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Learn about how we provide reliable cloud phone services: Visit our [Security](#) page for more resources or chat with us on [Global Call Forwarding.com](https://GlobalCallForwarding.com).

Privacy And Data Retention

For more detailed information, please visit our [Privacy Policy](#) and [Data Processing Agreement](#).