

Applicability: RingCentral's secure development process and release of products

Why: Customers want to understand how RingCentral ensures products meet security and data handling standards prior to release/promotion to production

Why: With increasing understanding of the risks posed by third party code, customers need to know that RingCentral's products are released only after assurance that risks have been identified and addressed.

What: RingCentral's Secure Release Process ("SRP") is the capstone of its overall Secure Development program. Through the SRP, all products are evaluated in terms of their adherence to Secure Development standards and given an internal rating. Only those that have a passing score are allowed to be released; all others are subject to an (additional) security review to evaluate the impact of the potential gaps.

Products may not be released if they have any open P0 or P1 (Critical or High) findings as a result of RingCentral's overall testing. These findings may include finding against performance, availability, maintainability in addition to extensive security testing.

Products may release with open P2 or P3 (Moderate or Low) findings; all open findings are tracked through to remediation and closure.