

Frequently Asked Questions for Requests For Proposals (RFP)

About GoldFynch

GoldFynch is a cloud-based eDiscovery review platform provided as a “software as a service” (SaaS) solution.

GoldFynch functions much like other web-based software you use, like email: all you have to do is go to the website (goldfynch.com) and create an account for free. If you already have an account, log in to start using it. Once you are logged in, just create a case. You can then drag and drop files (PDFs, emails, Word docs, etc.) into GoldFynch. The files are automatically processed and made instantly searchable. It's like having your private search engine.

The GoldFynch SaaS application has been deployed to a worldwide customer base since 2016.

Hosting and Security

How do you ensure secure hosting of documents and ESI in the United States?

All communication (including file uploads and downloads) with GoldFynch.com uses SSL with AES-256 encryption. All files are encrypted at rest with AES-256 encryption with unique, per-file encryption keys that we manage.

We use Google Cloud Platform as our cloud provider, which is similar to Amazon's AWS or Microsoft's Azure. All files are stored in US-based servers. The Google Cloud infrastructure is managed with industry-leading security practices and meets a variety of security compliance standards. For more details on Google Cloud security, please visit this [link](#).

Regarding GoldFynch user accounts, we offer two-factor authentication (2FA/MFA) so that you are not relying solely on a password. Additionally, we have an automated system that tracks user login locations and IP addresses, and notifies of unusual activity. We also track and monitor unusual events, such as numerous failed login attempts.

If you are proposing a cloud-based solution, do you own the data centers that support your services, or do you host your services from another cloud provider?

We use Google Cloud Platform as our primary cloud provider, which is similar to Amazon's AWS or Microsoft's Azure. All files are stored in US-based servers. The Google Cloud infrastructure is managed with industry-leading security practices and meets a variety of security compliance standards. For more details on Google Cloud security, please visit this [link](#). Additionally, we use Microsoft Azure for processing Office files. Files are stored only temporarily on Azure locations, solely for processing.

Where are the data centers located?

All data storage and most data processing occur on the Google Cloud Platform in its US Central data center, in Council Bluffs, Iowa. Some file processing takes place on Microsoft's Azure, using its US Central data center in Des Moines, Iowa.

Can you guarantee that data will not be stored outside the United States?

Yes. Data created on or uploaded to the US version of GoldFynch(goldfynch.com) is stored exclusively on servers within the United States. While we do operate international servers to support localized offerings such as [GoldFynch.ca](https://goldfynch.ca), we are clear about where data is stored in each case. Storing data outside the US is not something that happens by default; it would require either creating a case through one of our international websites or explicitly requesting it as part of a custom enterprise arrangement.

Describe the security of data transferred to and from your solution and at rest.

All files are encrypted at rest with AES-256 encryption with unique, per-file encryption keys that we manage.

How do you ensure the confidentiality and integrity of hosted data?

Access to case data is restricted by default to users who are explicitly shared on the case. GoldFynch Support personnel must be granted explicit access to a case to view its contents. Once access is granted, GoldFynch Support will only perform troubleshooting actions or actions requested as part of a technical support request. A detailed audit log is maintained for all actions on a case.

How do you protect state data associated with your system against loss?

All files are encrypted at rest with AES-256 encryption with unique, per-file encryption keys that we manage.

Certifications and Credentials

What are your current security certifications or authorizations to operate?

GoldFynch does not have SOC 2 itself, but the cloud providers/data centers we use undergo SOC 2 audits.

Have the data centers used to support your company's solution been certified by any federal credentialing entity, and if so, please share the outcome of those reviews.

Our cloud provider, located in Google's data centers, has achieved several federal certifications, most notably the Federal Risk and Authorization Management Program (FedRAMP) certification. The FedRAMP certification that Google Cloud Platform (GCP) received includes a Provisional Authorization to Operate (P-ATO) at the Moderate Impact level from the Joint Authorization Board (JAB). Links to additional information from Google can be found [here](#).

Compliance

Can you comply with HIPAA, FERPA, and other applicable state and federal privacy laws, including entering into a HIPAA Business Associate Agreement?

We are currently not in compliance with HIPAA regulations.

Are you compliant with FEDRAMP and StateRAMP requirements?

All of our data is stored on the Google Cloud platform in the US, and the upstream Google services we use are all FedRAMP certified. Some of our file processing occurs in Azure, which is also FedRAMP certified. GoldFynch itself is not currently FedRAMP certified. Data Handling (Includes data migration, data compatibility, and data processing).



Can your platform receive existing data from other eDiscovery review platforms (e.g., Everlaw, Lexbe, Logikcull, Relativity, NextPoint, CasePoint, etc.), along with their coding and work product?

GoldFynch can receive exported data, including work products such as tags, if the work product is contained within a load file. Additionally, you can import data into GoldFynch with overlay files.

Do you support the extraction and processing of files within container files such as ZIP and RAR, as well as the processing of files in nested containers?

Yes, ZIP, nested ZIPs, and multipart ZIPs are supported and automatically processed. Note: Some multi-disk RAR files may not be automatically deflated and may require special pre-processing, which the GoldFynch team will handle upon customer notification.

Can you support average processing speeds of at least 10 GB per hour?

It is challenging to pinpoint an exact bandwidth of processing speed, as file formats, rather than data volume, are the primary drivers of processing speed. For example, the application can process 10GB of email within an hour, but 10GB of files that require OCR will take a few hours. Files are processed in parallel, and an intelligent load-balancing algorithm manages each case's processing requirements. You can obtain higher processing bandwidth by purchasing optional dedicated processors for the case.

What is the largest number of documents ever ingested? Over 1 million?

Yes, over 1 million. We have processed 2.48 million documents for a single case, which was part of a load file import spanning multiple hard drives. This number includes any additional files the system discovered during unzip operations (for example, unzip of native zip files as email attachments).

Is there a way to identify social security numbers for bulk tagging (find 123-45-6789 or 12345679 format)

Currently, searching for number patterns/combinations or other Regular expressions is available in GoldFynch, but only as a technical support request. i.e., it has to be requested as an add-on and is not directly available to users (we are working on it as a feature). Please note that with pattern searches, accuracy is provided on a "best effort" basis and cannot be guaranteed to be 100%. This is because it depends on the quality of incoming documents, such as poorly scanned documents and potential OCR errors or incorrect text information from load files.

What options do you offer for database handling at the close of a case, including the issuance of a certificate of destruction?

At the close of a case, the case owner account (controlled solely by the client) will delete the case. This action removes all data from the active system and pushes it into a queue for deletion. The data is held for 7 days, after which it is completely purged from the system, including any backups. It is retained for 7 days to allow restoration in the event of accidental case deletion. If data needs to be purged earlier, you can open a support ticket to expedite the process. We do not provide a certificate of destruction. As a policy, GoldFynch personnel will never delete customer data or cases; delete actions are only performed by the customer.

If an admin mistakenly deletes a database, is there a way to restore from backups? If so, how long are they in your backups?

In most cases, we can restore it from the backup; however, this would incur an additional charge. If it is over 7 days old, then it would have been completely purged from our system with no chance of recovery. If the data is under 7 days old, it will be recoverable.

Other Services

Do you log and audit administrative and user actions, such as login, logout, search, tagging, printing, and exporting?

Logins and logouts are tracked. Search, tagging, exporting, and user activity within a case are tracked through the audit log. Users who are signed up for GoldFynch Organizations can maintain audit logs for the life of the case. We do not track print operations.

Does your platform have auto-translation for non-English languages, and is translation automatically linked back to the original document?

GoldFynch does not currently offer auto-translation, but a machine learning/AI-based translation feature is being developed.

Do you offer enterprise solutions?

GoldFynch provides data hosting, processing, and enterprise solutions under [GoldFynch Organizations](#).



Want to give GoldFynch a try?

Our [free trial](#) case lets you assess the platform with zero obligations, commitments, or lock-ins.

This information is provided for general reference in procurement, requisition, and vendor review processes. For legal terms and policies, please see goldfynch.com/legal. For questions or additional information, please contact us at info@goldfynch.com or via our [contact form](#).