



ScheduleAnywhere

# TimeClock Plus, LLC (ScheduleAnywhere)

## System and Organization Controls Report (SOC 3)


Independent Report of the Controls to Meet the Trust Services Criteria for the Security, Availability, Confidentiality, and Processing Integrity Categories for the Period of January 1, 2024, through December 31, 2024.



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# **Assertion of TimeClock Plus, LLC (ScheduleAnywhere) Management**

## Assertion of TimeClock Plus, LLC (ScheduleAnywhere) Management

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We are responsible for designing, implementing, operating, and maintaining effective controls within TimeClock Plus, LLC (ScheduleAnywhere)'s employee scheduling solution system (system) throughout the period January 1, 2024, to December 31, 2024, to provide reasonable assurance that TimeClock Plus, LLC (ScheduleAnywhere)'s service commitments and system requirements relevant to security, availability, confidentiality, and processing integrity were achieved. Our description of the boundaries of the system is presented in section A and identifies the aspects of the system covered by our assertion.

We have performed an evaluation of the effectiveness of the controls within the system throughout the period January 1, 2024, to December 31, 2024, to provide reasonable assurance that TimeClock Plus, LLC (ScheduleAnywhere)'s service commitments and system requirements were achieved based on the trust services criteria relevant to security, availability, confidentiality, and processing integrity (applicable trust services criteria) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (AICPA, Trust Services Criteria)*. TimeClock Plus, LLC (ScheduleAnywhere)'s objectives for the system in applying the applicable trust services criteria are embodied in its service commitments and system requirements relevant to the applicable trust services criteria. The principal service commitments and system requirements related to the applicable trust services criteria are presented in section B.

There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. Because of these inherent limitations, a service organization may achieve reasonable, but not absolute, assurance that its service commitments and system requirements are achieved.

We assert that the controls within the system were effective throughout the period January 1, 2024, to December 31, 2024, to provide reasonable assurance that TimeClock Plus, LLC (ScheduleAnywhere)'s service commitments and system requirements were achieved based on the applicable trust services criteria.



# **Independent Service Auditor's Report**

# Independent Service Auditor's Report

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## Scope

We have examined TimeClock Plus, LLC (ScheduleAnywhere)'s accompanying assertion titled "Assertion of TimeClock Plus, LLC (ScheduleAnywhere) Management" (assertion) that the controls within TimeClock Plus, LLC (ScheduleAnywhere)'s employee scheduling solution system (system) were effective throughout the period January 1, 2024, to December 31, 2024, to provide reasonable assurance that TimeClock Plus, LLC (ScheduleAnywhere)'s service commitments and system requirements were achieved based on the trust services criteria relevant to security, availability, confidentiality, and processing integrity (applicable trust services criteria) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*).

## Service Organization's Responsibilities

TimeClock Plus, LLC (ScheduleAnywhere) is responsible for its service commitment and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that TimeClock Plus, LLC (ScheduleAnywhere)'s service commitments and system requirements were achieved. TimeClock Plus, LLC (ScheduleAnywhere) has also provided the accompanying assertion about the effectiveness of controls within the system. When preparing its assertion, TimeClock Plus, LLC (ScheduleAnywhere) is responsible for selecting, and identifying in its assertion, the applicable trust services criteria and for having a reasonable basis for its assertion by performing an assessment of the effectiveness of the controls within the system.

## Service Auditor's Responsibilities

Our responsibility is to express an opinion, based on our examination, on whether management's assertion that controls within the system were effective throughout the period to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform our examination to obtain reasonable assurance about whether management's assertion is fairly stated, in all material respects. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Our examination included:

- Obtaining an understanding of the system and the service organization's service commitments and system requirements

- Assessing the risks that controls were not effective to achieve TimeClock Plus, LLC (ScheduleAnywhere)'s service commitments and system requirements based on the applicable trust services criteria
- Performing procedures to obtain evidence about whether controls within the system were effective to achieve TimeClock Plus, LLC (ScheduleAnywhere)'s service commitments and system requirements based on the applicable trust services criteria

Our examination also included performing such other procedures as we considered necessary in the circumstances.

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements relating to the engagement.

### **Inherent Limitations**

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls.

Because of their nature, controls may not always operate effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the effectiveness of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

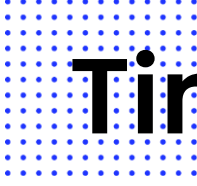
### **Opinion**

In our opinion, management's assertion that the controls within TimeClock Plus, LLC (ScheduleAnywhere)'s employee scheduling solution system were effective throughout the period January 1, 2024, to December 31, 2024, to provide reasonable assurance that TimeClock Plus, LLC (ScheduleAnywhere)'s service commitments and system requirements were achieved based on the applicable trust services criteria is fairly stated, in all material respects.



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February 11, 2025



**TimeClock Plus, LLC  
(ScheduleAnywhere)'s  
Description of Its  
Employee Scheduling  
Solution System**



# Section A: TimeClock Plus, LLC (ScheduleAnywhere)'s Description of the Boundaries of Its Employee Scheduling Solution System

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## Services Provided

TimeClock Plus, LLC (TCP) has more than 30 years of experience in providing workforce management, scheduling, and time and labor solutions. TCP's customer base spans across industries and verticals including food service, retail, education, and state and local government. The scope of this engagement covers only the ScheduleAnywhere products and services.

ScheduleAnywhere is an online employee time scheduling platform. The platform allows managers to build and customize employee time scheduling and allows employees to clock in and out to track working hours. ScheduleAnywhere allows customers to create work schedules for multiple locations or departments and create schedules by position, shift, or skill. Customers can build schedules by clicking on employees and assigning shifts, and the platform prevents scheduling conflicts. Customer employees can use the platform to submit time-off, cover, swap and other requests, and managers can approve or deny employee requests.

## Onboarding and Implementation

Customers can sign contracts online and pay via an online payment subscription through Zuora, and the organization configures the ScheduleAnywhere solution to allow customers to self-register. Alternatively, customers can contact TCP by phone to initiate the contract process. Typically, contracts are executed for one year at a time and are automatically renewed.

Customers import data to the ScheduleAnywhere platform using Excel spreadsheets and export reports. The platform is configured to allow the use of single sign-on (SSO), so clients can integrate their own access control systems with the platform.

## Customer Offboarding

Customers are offboarded once their subscription expires or upon request. Customers can request that data be downloaded and deleted, and data is automatically deleted 30 days after a subscription expires.

## Scope

### *Locations*

ScheduleAnywhere resources are entirely remote, and no TCP locations are in scope for this audit.

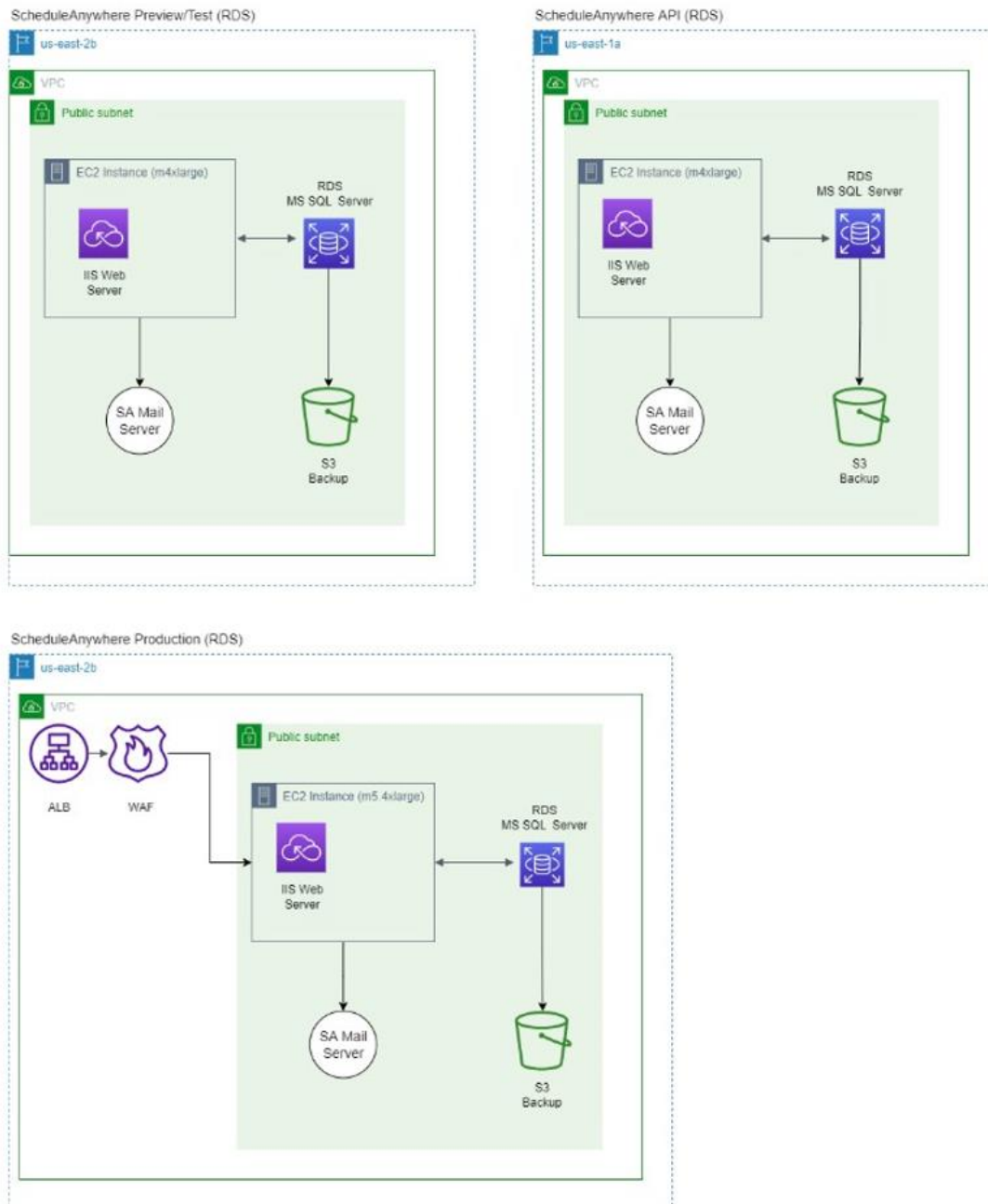
## Personnel

The following TCP personnel participated in the audit:

- Information Security & Compliance Lead
- Information Security Officer
- Senior Manager of People and Culture
- ScheduleAnywhere Engineering Manager

## Infrastructure

ScheduleAnywhere maintains the following network diagram to depict its infrastructure in AWS.



## Software

ScheduleAnywhere uses the following critical software to provide its services:

- Okta
- GitHub
- Tenable
- Mend.io
- Cloudflare
- GuardDuty
- Netsurion (Lumifi) (EventTracker)
- Windows Defender
- Terraform
- New Relic
- Intune
- Automox
- SysAid
- Veeam

## People

ScheduleAnywhere is organized into a hierarchical structure with a Chief Executive Officer (CEO) at the head. The leadership team consists of C-level executives and the CEO, and the organization has established defined reporting lines up to the CEO. The Senior Vice President (VP) and chief executives report directly to the CEO.

Additionally, the board of directors provides oversight to the organization. Quarterly board meetings are conducted during which the board reviews companywide performance and strategic initiatives. The board engages with an external company to conduct a third-party risk assessment that benchmarks ScheduleAnywhere's security posture against other organizations, and the board reviews the results of the risk assessment and the risk maturity score.

## Data

Payments made to ScheduleAnywhere are processed through Zuora.

The Global Data Privacy Policy governs data retention. The organization implements data retention policies for all types of personal data that ScheduleAnywhere processes. When the retention period has expired, personal data is securely deleted or destroyed. The Data Disposal Policy and Procedures document provides guidance for disposing of customer data in the ScheduleAnywhere software-as-a-service (SaaS) environment.

The organization uses encryption to protect data. ScheduleAnywhere follows industry best practices for encryption, including recommendations from Amazon, Payment Card Industry (PCI), and National Institute of Standards and Technology (NIST). Data in transit is encrypted using Transport Layer Security (TLS) 1.2 or higher and secure ciphers for communication sessions. S3 buckets and EBS volumes where user data may be stored are also encrypted.

Additionally, ScheduleAnywhere deploys a web application firewall (WAF) to protect data. The organization WAF is deployed with rule-based configurations to detect and block malicious traffic based on Open Web Application Security Project (OWASP) best practice guidelines. The WAF protects against distributed-denial-of-service (DDoS) attacks through real-time traffic inspection rules that are capable of detecting and blocking malicious behavior based on patterns.

## Processes and Procedures

Management has developed and communicated procedures to guide the provision of the organization's services. Changes to procedures are performed annually and authorized by management. These procedures cover the following key security life cycle areas:

- Data classification
- Categorization of information
- Assessment of the business impact resulting from proposed security approaches
- Selection, documentation, and implementation of security controls
- Performance of annual management self-assessments to assess security controls
- Authorization, changes to, and termination of information system access
- Monitoring security controls
- Management of access and roles
- Maintenance and support of the security system and necessary backup and offline storage
- Incident response
- Maintenance of restricted access to system configurations, user functionality, master passwords, powerful utilities, and security devices

## Section B: Principal Service Commitments and System Requirements

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### Regulatory Commitments

ScheduleAnywhere's operations are impacted by various privacy laws and regulations, including California Consumer Privacy Act (CCPA), General Data Protection Regulation (GDPR), Biometric Information Privacy Act (BIPA), and Data Privacy Framework (DPF). Privacy regulations form part of the set of regulations that have imposed changes to controls and procedures within the organization's operations and products. Regulations and laws provide a set of frameworks to which ScheduleAnywhere aligns operational controls and procedures. The Global Data Privacy Policy outlines ScheduleAnywhere's process of classifying, transmitting, storing, and processing sensitive and confidential data in compliance with applicable laws and regulations. In addition, ScheduleAnywhere is impacted by regulatory measures, including the Equal Employment Opportunity Commission (EEOC), US Labor Department, and Texas employee labor practices.

### Contractual Commitments

When ScheduleAnywhere reaches an agreement with a customer, the organization generates an order form in Salesforce. Order forms link to ScheduleAnywhere's licensing, privacy, and data processing agreements. ScheduleAnywhere and the customer may continue negotiating the terms of the agreement, and once all terms are determined, the customer signs the licensing agreement. The standard licensing agreement and data processing addendum communicate security standards and confidentiality commitments. Additionally, the data backup and retention portion of the licensing agreement lists a recovery point objective (RPO) of 24 hours. Although general license agreements do not contain uptime agreements, custom agreements may include uptime commitments. The organization has historically provided a service-level agreement (SLA) greater than 99.9% for customers.

### System Design

TCP and ScheduleAnywhere designs its employee scheduling solution system to meet its regulatory and contractual commitments. These commitments are based on the services that TCP and ScheduleAnywhere provides to its clients, the laws and regulations that govern the provision of those services, and the financial, operational, and compliance requirements that TCP and ScheduleAnywhere has established for its services. TCP and ScheduleAnywhere establishes operational requirements in its system design that support the achievement of its regulatory and contractual commitments. These requirements are communicated in TCP and ScheduleAnywhere's system policies and procedures, system design documentation, and contracts with clients.