IPVANISH

IPVANISH, INC.

NO-LOG FUNCTIONALITY VALIDATION ASSESSMENT

FEBRUARY 21, 2025

Assessment Services

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Quality, above all.

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EXECUTIVE SUMMARY

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IPVanish, Inc. (IPVanish), a J2 Global Ventures, LLC company, engaged Schellman Compliance, LLC, to perform a validation assessment regarding IPVanish's No-Log Policy Statements. The objective of the assessment was to perform a review of IPVanish's adherence to the No-Log Policy statements detailed in Section 2.

The assessment comprised of the following:

- Interviews with technical representatives of IPVanish to understand the people, processes, and technical components to provide the VPN service

- Inspection of IPVanish's policies and procedures surrounding the VPN application

- A technical analysis of the VPN, based on the documentation provided and observations

- Inspection of VPN configurations and server components for user data collection

- Inspection of VPN activity logs to determine whether user activity was being collected or stored on VPN servers

- Inspection of security practices related to configuration changes and deployment of new systems

During the assessment, it was validated that no logs were retained by IPVanish and that a standardized change release process was in place. See detailed assessment procedures conducted to validate the No-Log Policy Statements in the report contents below:

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Schellman Compliance, LLC

February 21, 2025

SECTION 2

ASSESSMENT RESULTS

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IPVanish No-Log Statement	Assessment Procedures and Results
1. IPVanish does not log customer's internet traffic. As a no-log provider, we have confirmed that IPVanish does not log any activity between the customer and the internet.	• Schellman inspected logging configurations to the baseline image and on an example VPN server determined that logging was disabled. • Schellman observed an example user connecting to a VPN server. • Schellman inspected an example VPN server log and determined that the log did not record customer internet traffic or customer activity.
2. IPVanish does not log metadata related to customer activity while on the VPN server. This includes VPN traffic, DNS queries or user IP address.	• Schellman inspected logging configurations to the baseline image and on an example VPN server determined that logging was disabled. • Schellman observed a user connecting to the VPN server • Schellman inspected an example VPN server log and determined that the log did not record metadata related to customer activity.
3. IPVanish does not inspect or log any traffic on its VPN servers. All traffic is treated with the same priority, and is not stored at any point.	• Schellman inspected logging configurations to the baseline image and on an example VPN server determined that logging was disabled. • Schellman observed a user connecting to the VPN server and visit an example endpoint. • Schellman inspected an example log and determined that the log did not log traffic on its VPN servers. • Schellman inspected evidence of the standard image utilized for production servers and determined that traffic was treated the same level of service.
4. IPVanish has measures in place to prevent abusive behavior via use of real time data. This data exists only in memory and the resulting data is only aggregated statistics.	• Schellman inspected the system monitoring configurations over an example VPN server and determined that the application used real-time data to prevent abuse. • Schellman inspected the system monitoring tool configurations and an example monitoring log and determined that only aggregate data was configured to be stored, and that primary data was deleted.
5. IPVanish customers all receive the same level of service across all servers, regions and subscription tiers.	• Schellman inquired of IPVanish developer personnel and determined that the same level of service was provided across all servers, regions, and subscription tiers. • Schellman inspected evidence of the standard image utilized for production servers and determined that a standard baseline template image was utilized for production servers.
6. IPVanish has a defined release control process, which requires a product owner and secondary approval to push any configuration changes.	• Schellman inquired of IPVanish personnel and determined that protections were in place that prevented changes being pushed to production without a secondary reviewer. • Schellman inspected release control process policies, and an example change and determined that IPVanish had a defined release control process which required a product owner and secondary approval to push configuration changes. • Schellman inspected change deployment configurations and determined that secondary approvers were required for changers. • Schellman inspected the weekly meeting invite and minutes and determined that changes meetings took place to review the change process and validate that unauthorized changes were not pushed to production.

IPVanish No-Log Statement	Assessment Procedures and Results
7. IPVanish's change management process has a defined product owner who must approve all changes, along with a secondary code reviewer.	• Schellman inquired of IPVanish personnel and determined that branch protections were enforced that prevented changes being pushed to production without a secondary reviewer. • Schellman inspected the change management policies and procedures as well as the weekly change advisory board meeting invite and minutes and determined that IPVanish had product owners that met to approve changes. • Schellman inspected branch protection configurations, and an example change deployed and determined that IPVanish's change management process had a defined product owner who must approve changes along with a secondary code reviewer. • Schellman inspected the weekly change advisory board meeting invite and minutes and determined that change meetings took place to review the change process and validate that unauthorized changes were not pushed to production.
8. IPVanish does not have any configuration files where logging is enabled.	• Schellman inspected logging configurations to the baseline image and on an example VPN server determined that logging was disabled. • Schellman inspected an example system log and determined that only system machine specifications were recorded in the log.
9. IPVanish does not log the details of user connections, which would include IP addresses, timestamps, or the VPN server users connect to.	• Schellman inspected logging configurations to the baseline image and on an example VPN server determined that logging was disabled. • Schellman observed a user connecting to the VPN server and visit an example endpoint and determined that user connection data was not stored in the log. • Schellman inspected an example log and determined that user connection data was not in the log.