



Polymer Security Scan for Zendesk

PCI/HIPAA analysis and installed app risk assessment Report for April 2, 2021

Assessment summary



Your security rating is **ACCEPTABLE**
No severe issues found

Top level numbers



91

Admins and Agents members



359

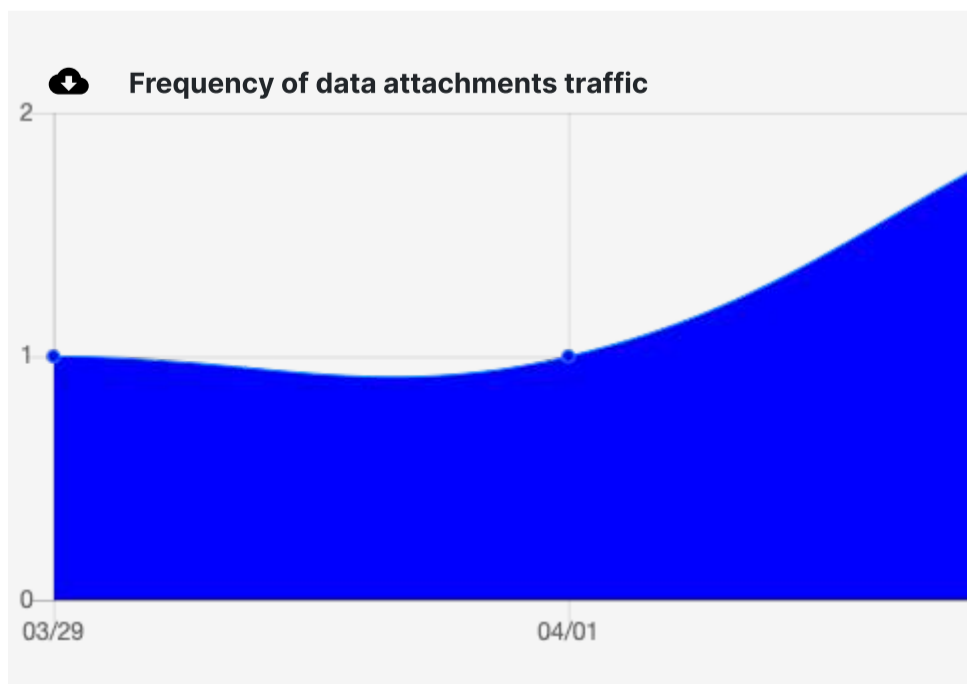
Files and Tickets shared in the past 30 days



12

3rd party apps installed

Zendesk file uploads



- ### Top sensitive data sharing by workspace member
- Alfie** • 2 PII items
alfie@trio.com
 - Hassan** • 1 PII items
hassan@trio.com
 - Scott** • 1 PII items
scott@trio.com

Sensitive data analysis for Zendesk

Low sensitivity data elements LOW

Person Name	HIPAA PCI GDPR	6
Last Name	HIPAA	5
Female Name	HIPAA	4
First Name	HIPAA	4
Male Name	HIPAA	4

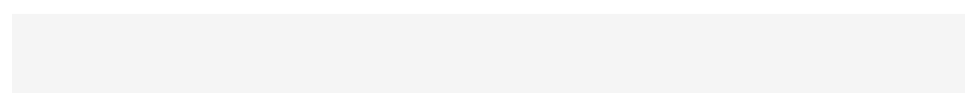
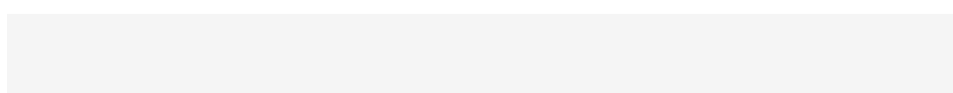
High sensitivity data elements HIGH

Credit Card Numbers	HIPAA PCI	2
Phone Number	HIPAA	1

Sensitive data index

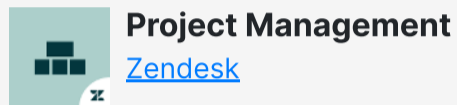
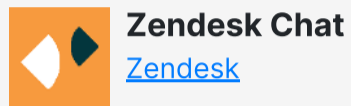
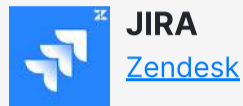
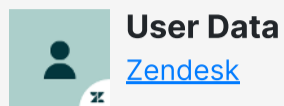
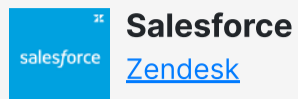
		Sensitive data categories	Date added
image001.png HIGH	Ticket: 31216	Date Street Address	April 2, 2021, 9:16 pm
image003.jpg HIGH	Ticket: 31146	Email Address Female Name First Name Last Name Male Name Person Name Phone Number	April 1, 2021, 12:10 pm
HPV-Not_Showing.jpg	Ticket: 31132	Female Name First Name Last Name Location Male Name Medical Term Person Name	March 29, 2021, 3:27 pm

3rd Party Apps Installed-Company Employee & Data Exfiltration Risk



Apps which require access to your workspace features






Installed apps which request admin rights, full worker profiles, and all access to uploaded files.



[View all](#)

Active Zendesk triggers

Triggers are internally registered actions that receive data and activate on set criteria.

-  [Notify requester and CCs of received request](#)
-  [Notify requester of new proactive ticket](#)
A proactive ticket is a ticket created by an agent...
-  [Notify requester and CCs of comment update](#)
-  [Notify assignee of comment update](#)
-  [Notify assignee of assignment](#)

[View all](#)



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Polymer VCO provides real time monitoring, alerting, behaviour analysis and suspicious-activity alerts for various SaaS platforms. Our state of the art policy engine allows full flexibility with a guaranteed 90+% accuracy that can handle virtually any kind of company or industry-specific sensitive data types.

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Remediation next steps and securing your data in Zendesk



Share secure links versus files

Sharing links to Google Drive, GitHub, JIRA, etc are helping for your business safe since additional authorization is required. Avoid file dumps in Zendesk when possible.



Remove unused Zendesk 3rd party apps

Every authorized Zendesk 3rd party extension has the ability to fetch data about your business, your messages, and your employees. Make sure you remove non-essential apps.



Review guest access

Every project and channel has the ability to leave open doors for your internal company data. Make sure to deactivate previous accounts to prevent data loss.

[Review Zendesk accounts](#)

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Want to know your Zendesk workspace data risk?

Know the current state of your Zendesk workspace security profile and start protecting your internal data now.

[Get started](#)



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