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To Whom It May Concern,

As part of our commitment to enhancing security, efficiency, and collaboration, we are updating our document-sharing process. Beginning February 2025, all official documentation related to our projects will be shared via Box using secure shared links instead of email attachments.

### Our Commitment to Cybersecurity

At Intrax, we prioritise cybersecurity and continuously enhance our practices to protect data, systems, and clients. Transitioning to Box ensures all shared files are securely managed in a controlled, enterprise-grade cloud environment.

### Why Box?

Box was chosen for its strong security, global compliance, and collaboration features, offering:

- End-to-end encryption to protect data during transfer and storage.
- Access control and audit trails to monitor and manage file permissions.
- Advanced security certifications, ensuring compliance with best practices.

Learn more about Box's security standards [here](#).

### Why Shared Links Instead of Attachments?

- Enhanced security – Minimises phishing and malware risks from email attachments.
- Improved version control – Ensures all stakeholders access the most up-to-date files.
- Reduced email storage impact – Large files no longer clog inboxes.
- Convenient access – Intrax Digital Portal users can view and download files/photos anytime without reliance on email access.

### Action Required – Whitelisting Box for Seamless Access

We request that your IT team whitelist **Box** within your organisation's network security settings.

### What to Whitelist?

- box.com
- \*.box.com (to cover all subdomains)
- boxcdn.net (for content delivery)

### Need Assistance?

If you require further clarification or technical support regarding this transition, please contact:

- **Intrax IT Support:** [it.support@intrax.com.au](mailto:it.support@intrax.com.au)
- **Box Security Team:** [security@box.com](mailto:security@box.com)

We appreciate your support in ensuring a smooth, secure transition. For any questions or concerns, please feel free to reach out.

Kind regards,

A handwritten signature in blue ink, appearing to read "Nigel Guo", is written over a white rectangular box. Below the signature, the text "boxSIGN" and a long alphanumeric string "1J7R3K84-4ZXZRL6Z" are visible.

boxSIGN 1J7R3K84-4ZXZRL6Z

Nigel Guo

Chief Technology Officer

