



# Thanks! Bye



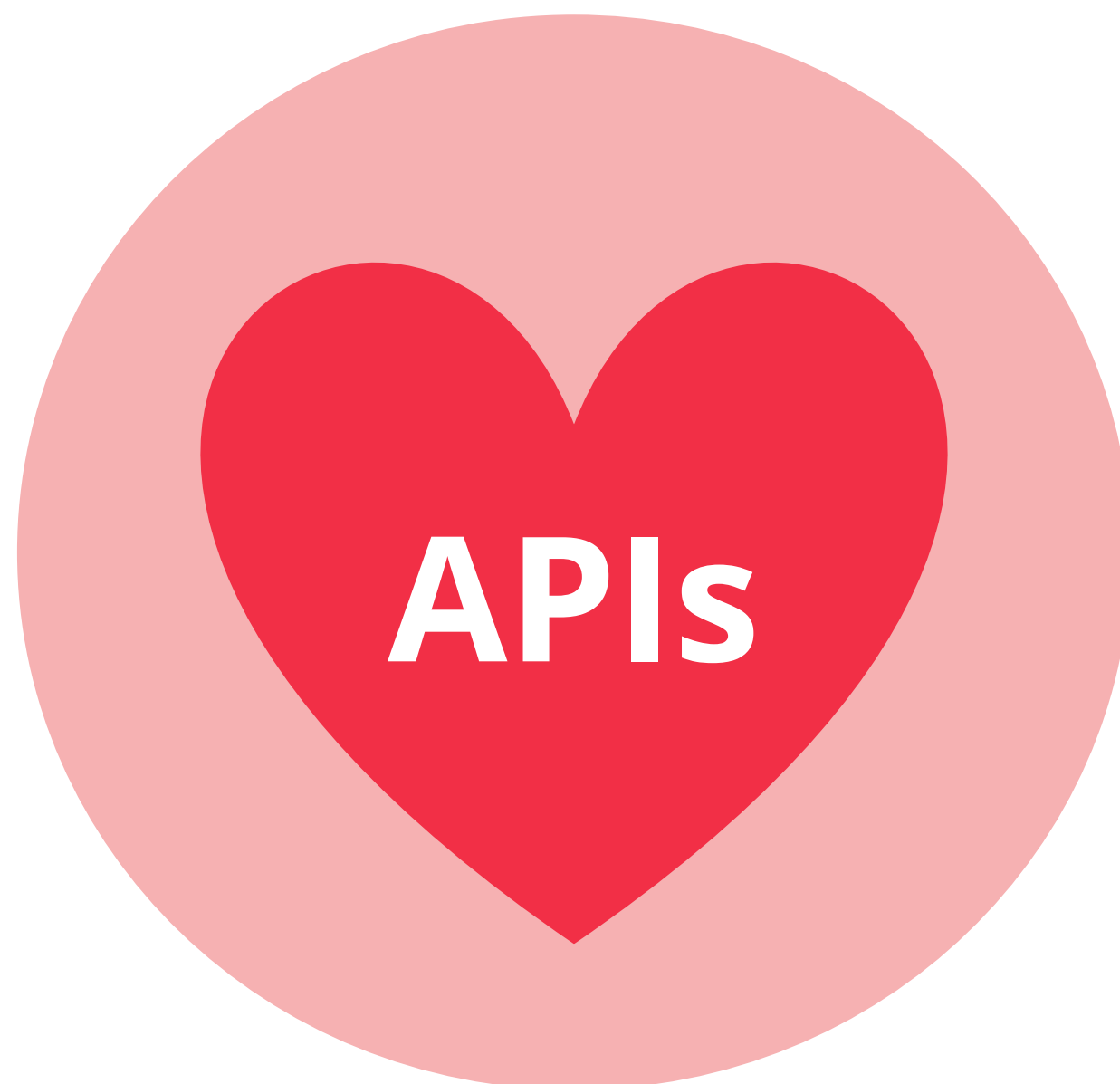
**Anthony  
Dellavecchia**

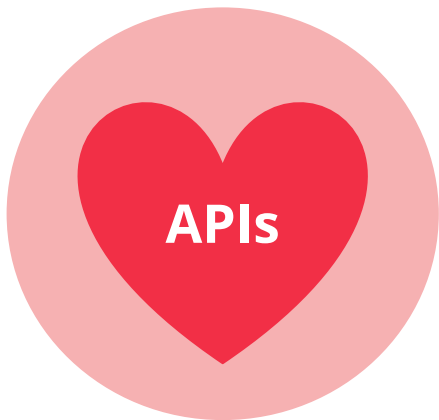
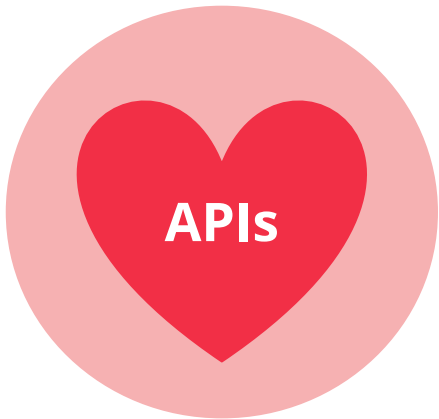
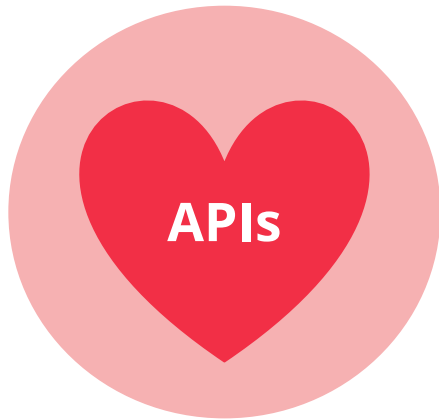
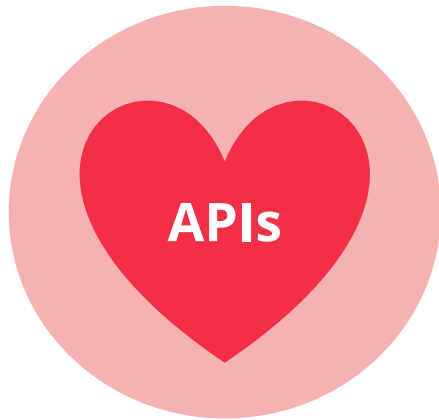
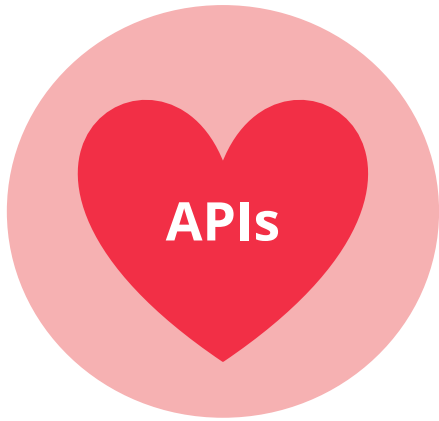
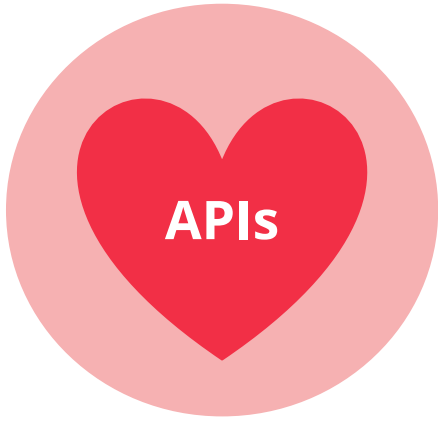
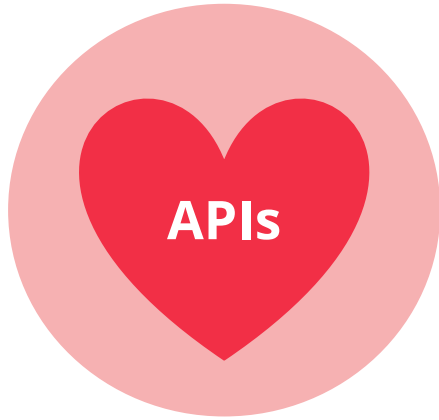
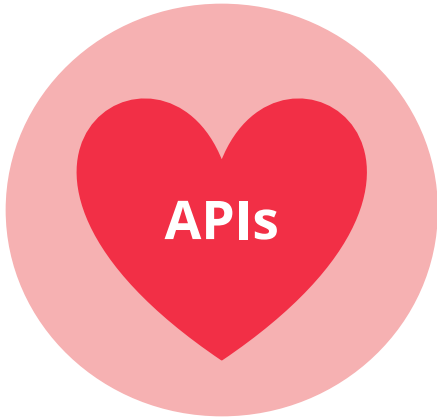
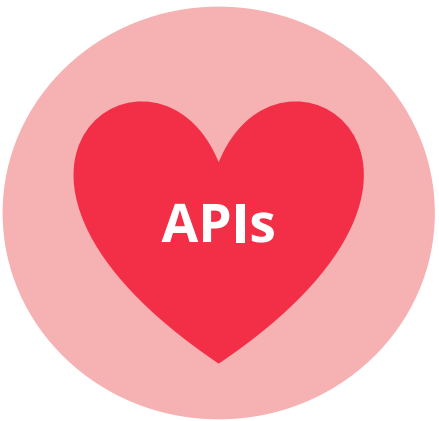
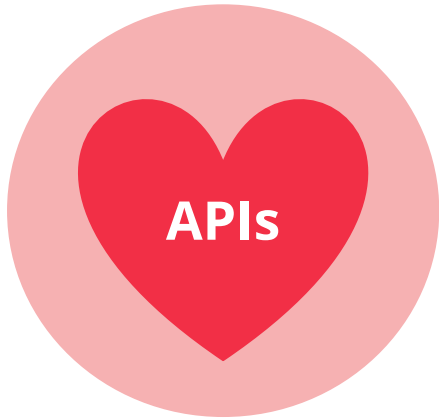
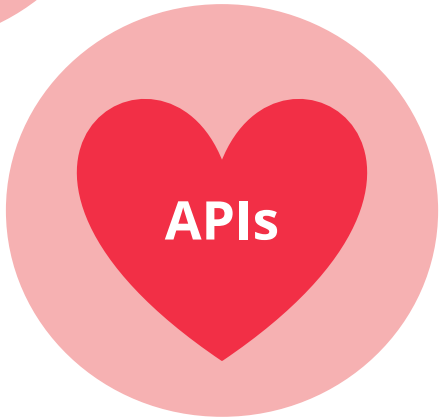
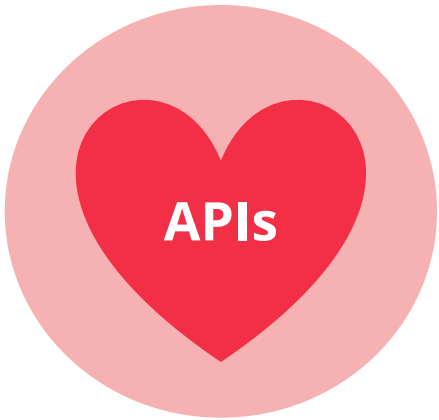
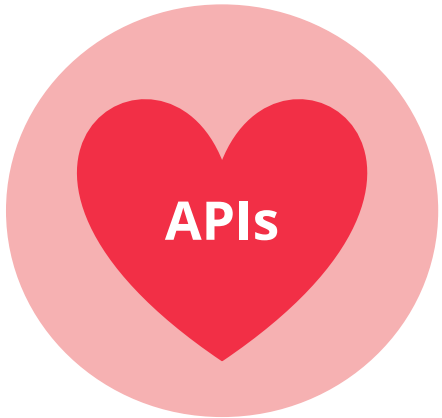
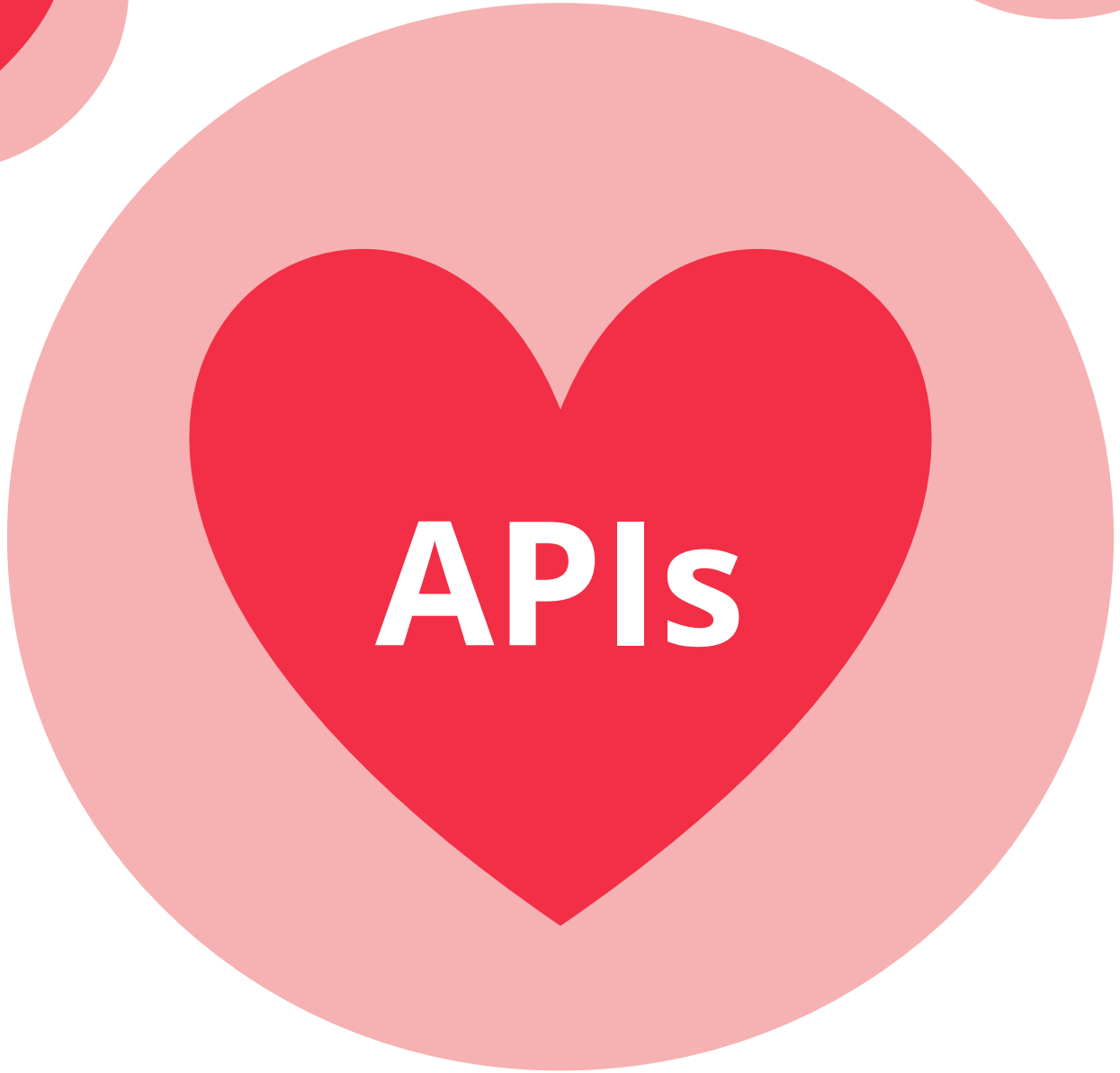
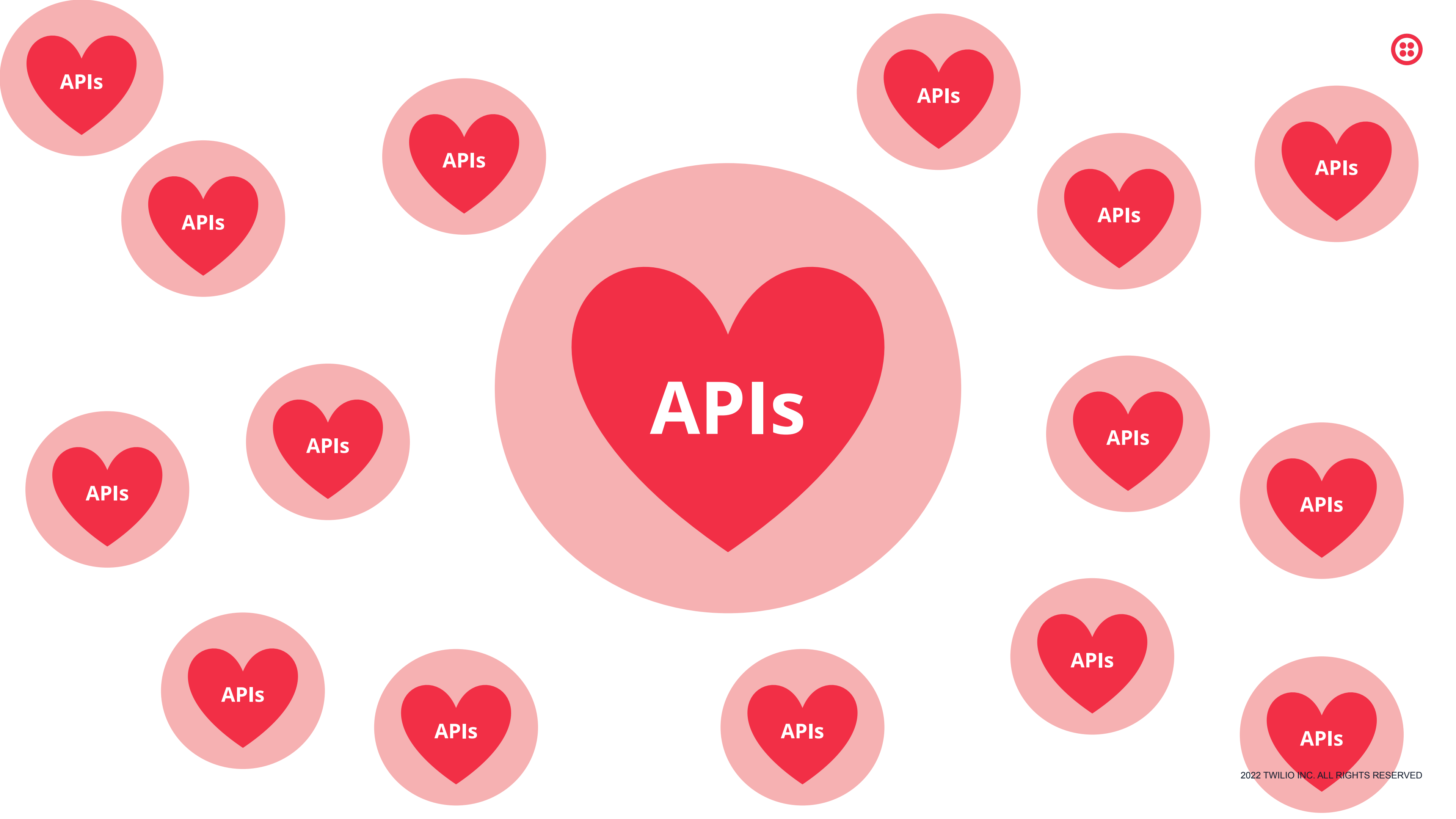
Developer Evangelist

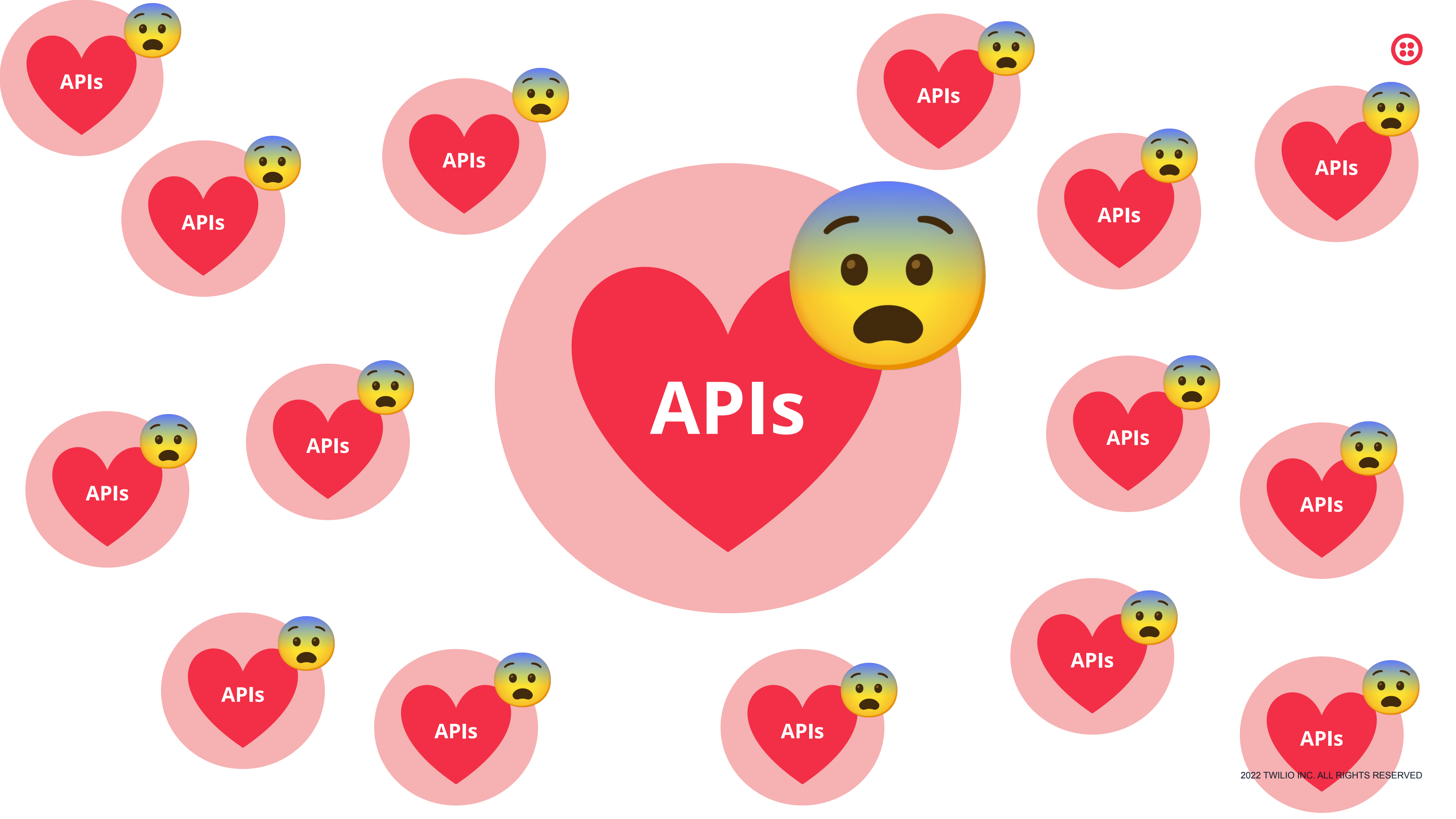
**@anthonyjdella**



# Gaining Trust in APIs and What to Look For









# How to trust?

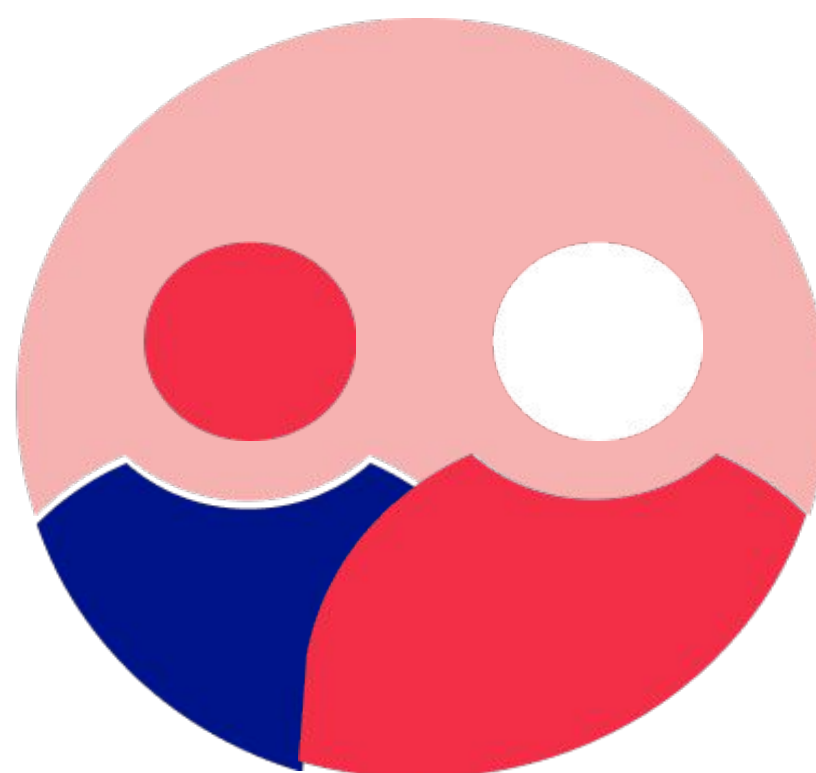


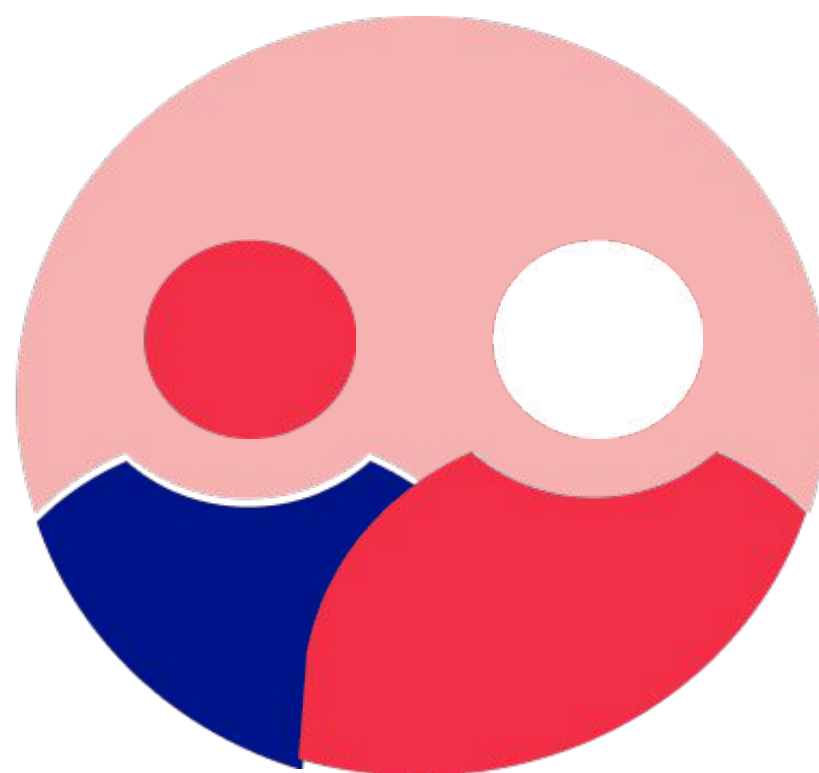
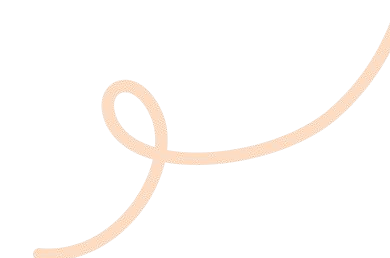


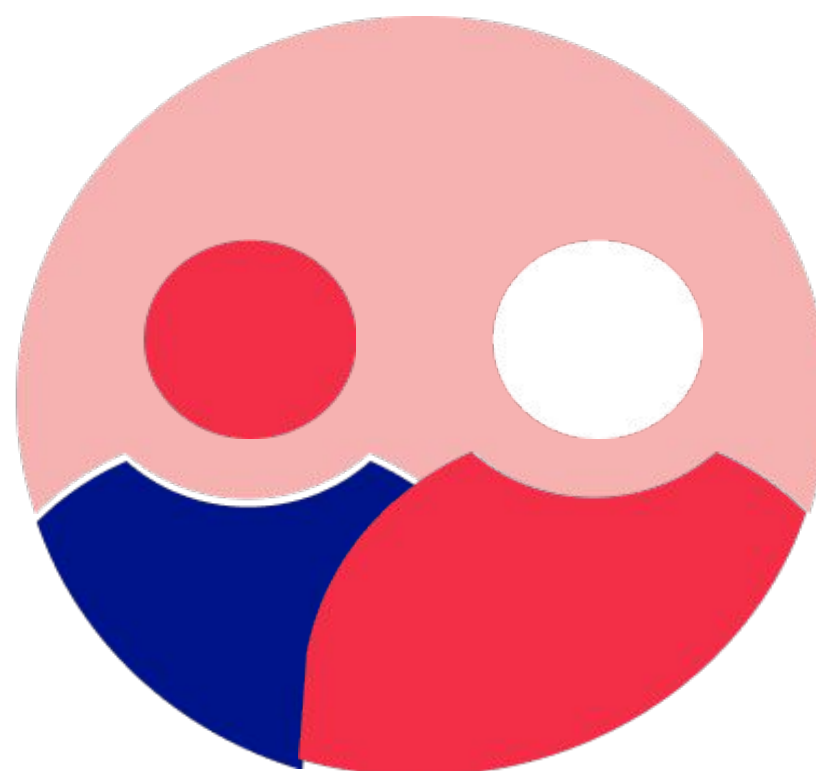
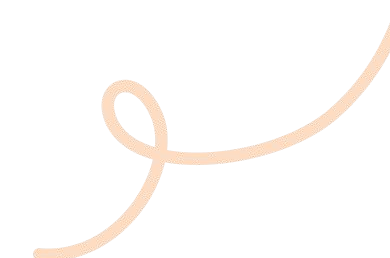
# How to trust?

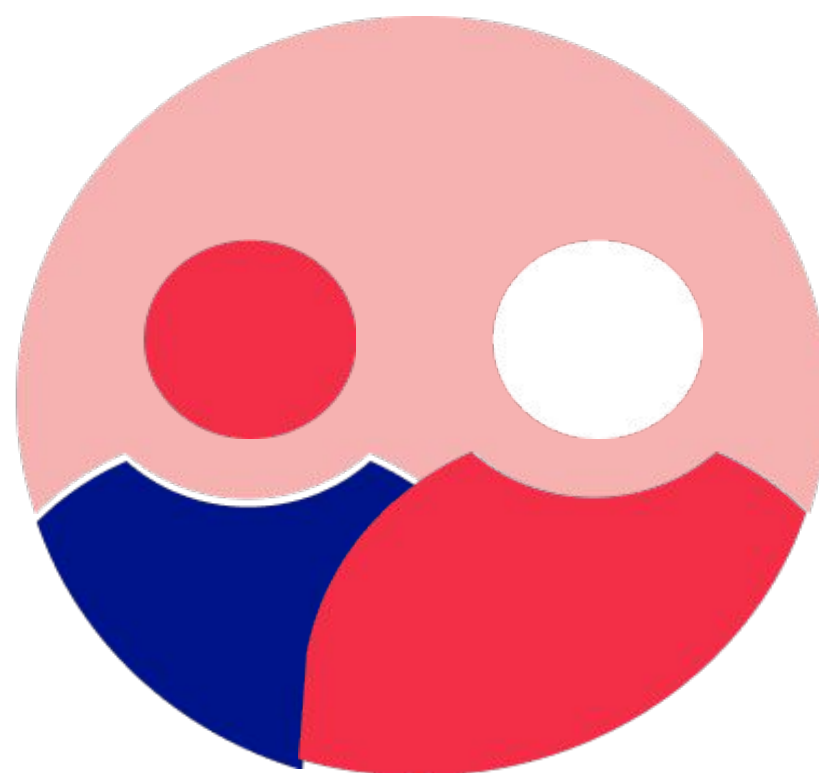
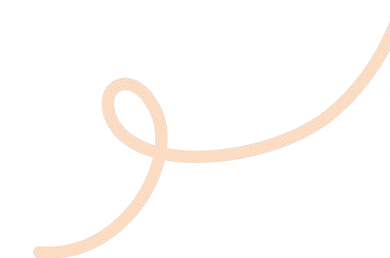
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*Knowledge is power*

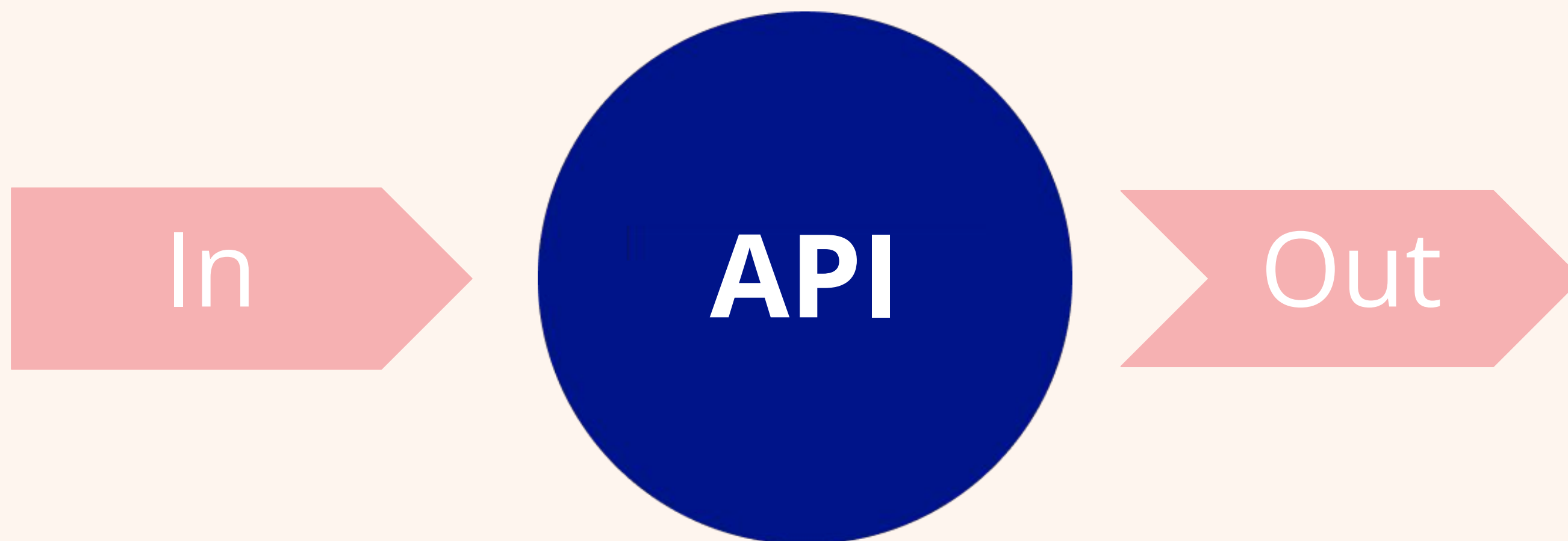




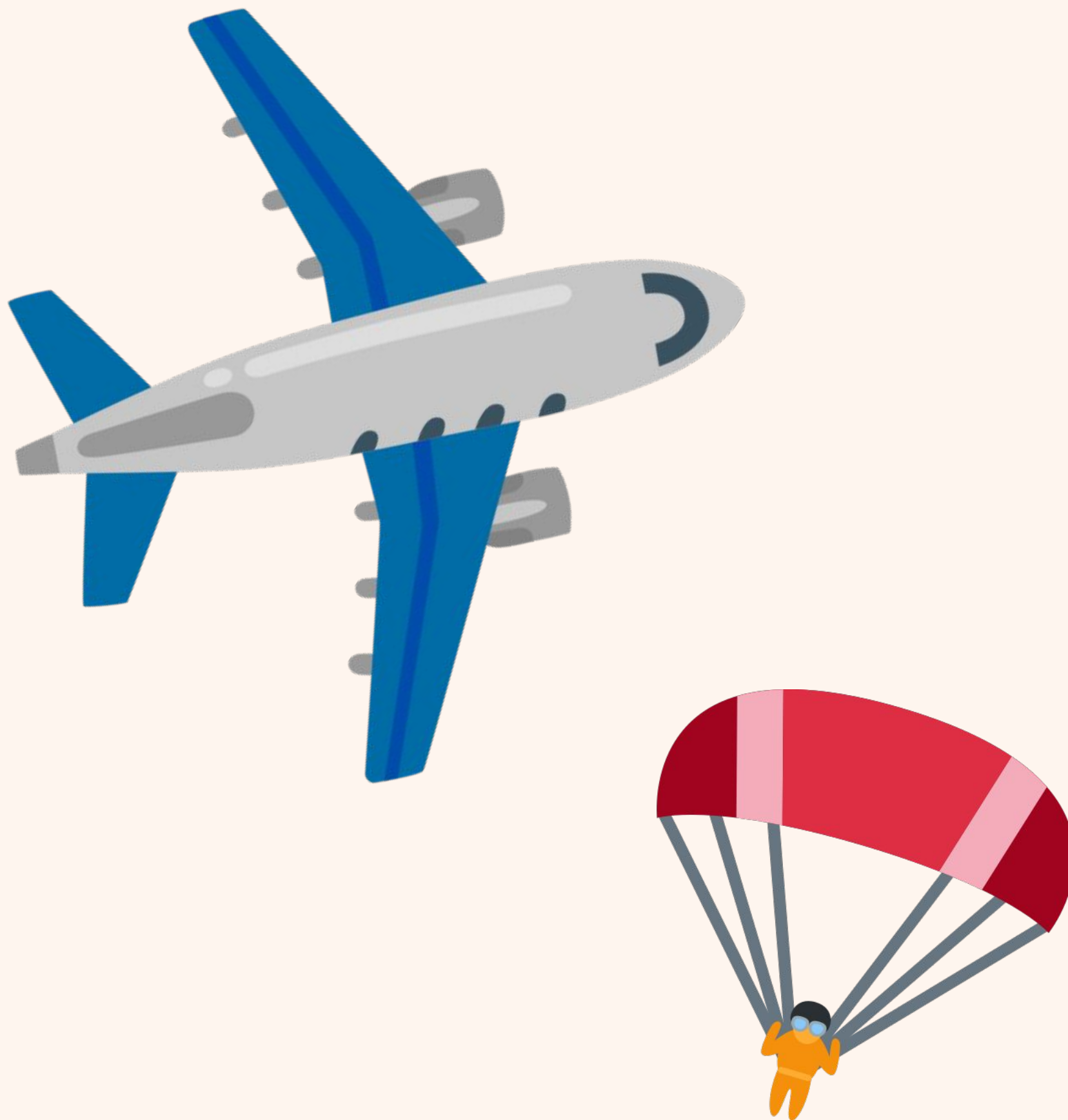




*Knowledge is power*





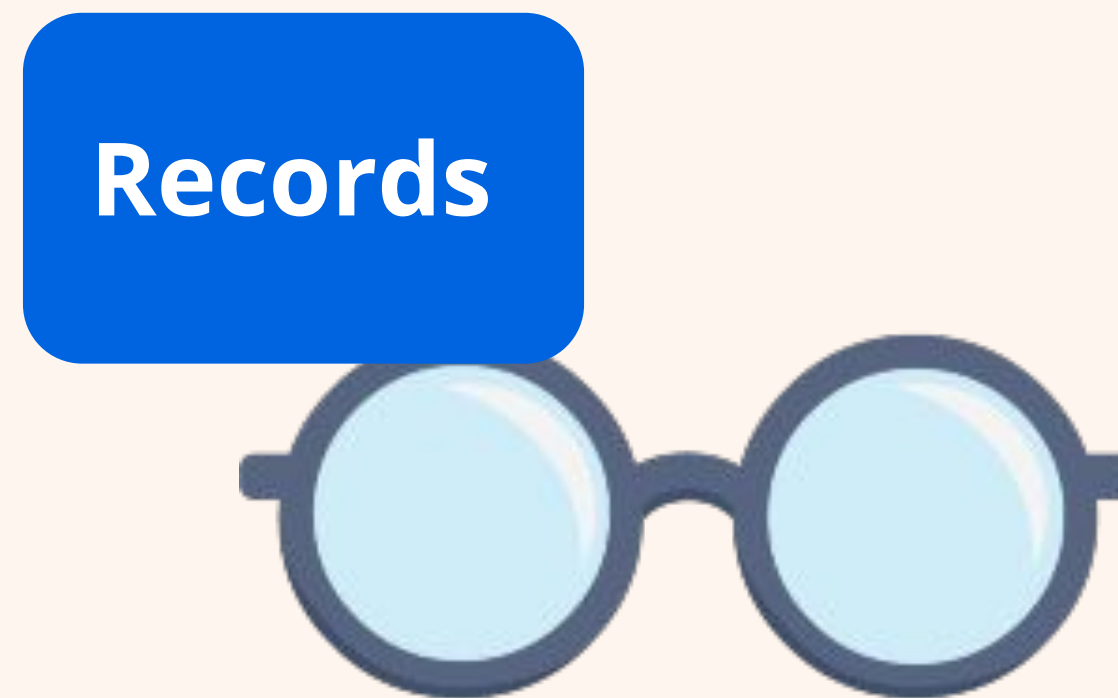






**Data**





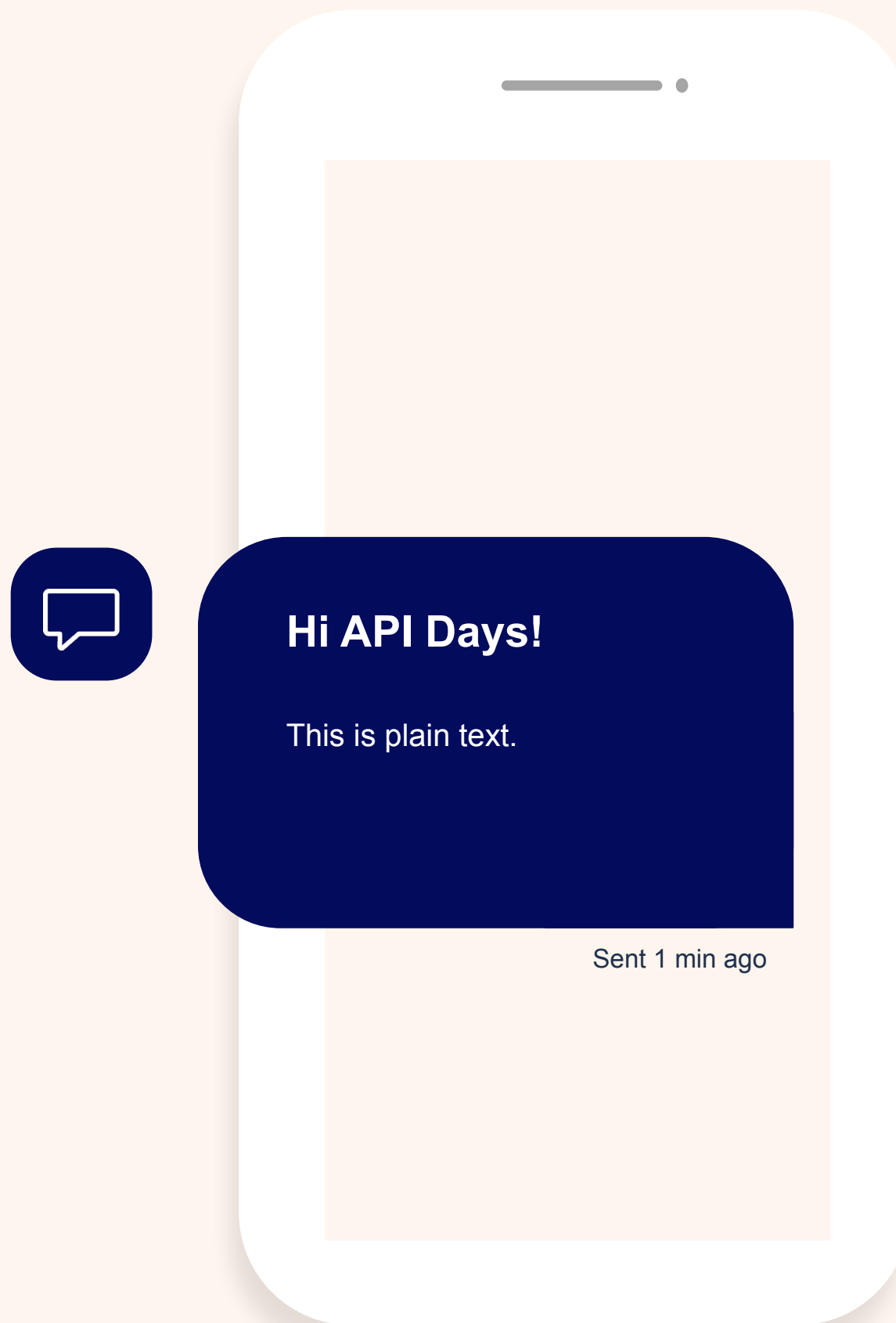


“

*Knowledge is power*



# Programmable Messaging



**Hi API Days!**

This is plain text.

Sent 1 min ago



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Sent 1 min ago

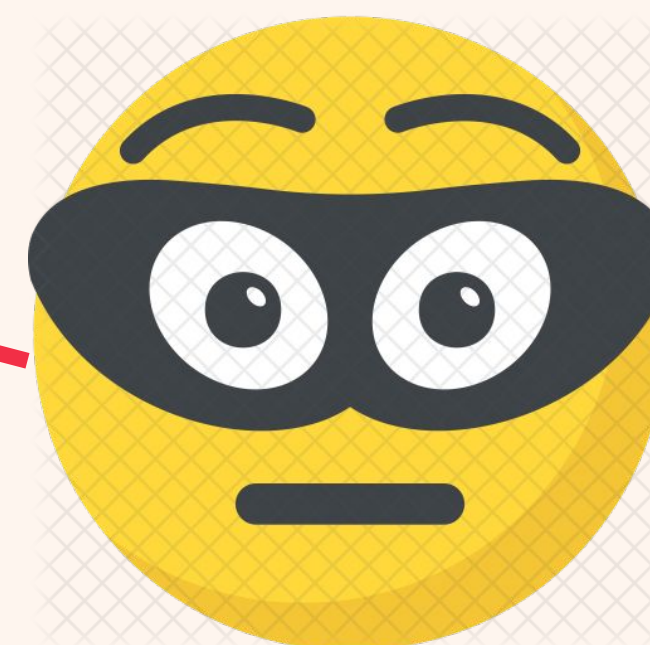




**Hi API Days!**

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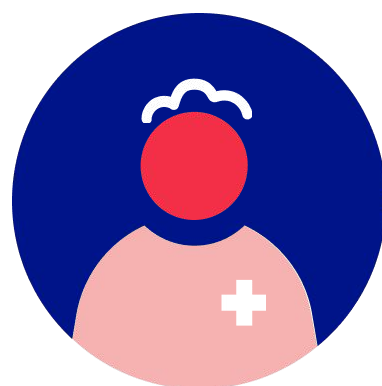


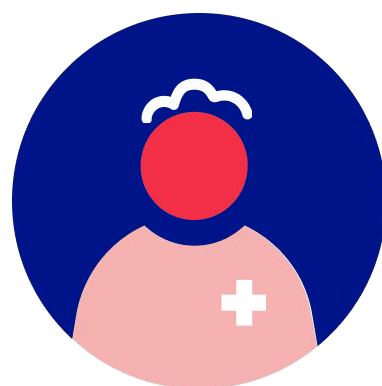


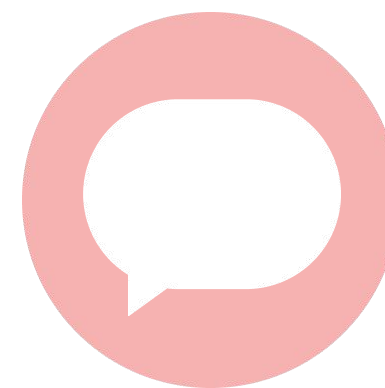
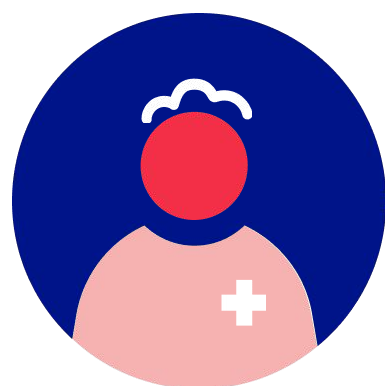


# Programmable Messaging











# Compliance



## General Data Protection Regulation (GDPR)

Handling personal data within the EU



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Handling personal data within the EU



## **Payment Card Industry Data Security Standards (PCI DSS)**

Handling credit card information





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Handling credit card information



## **International Organization of Standards (ISO)**

Standards in information security



# Twilio Compliance

Security is at the core of our platform

## ✓ **ISO/IEC 27001**

Twilio has considered all sections of the ISO 27001 standard in scope and has no exclusions in the ISO 27001 Statement of Applicability.

## ✓ **ISO/IEC 27017**

Strengthens Twilio's ISMS to ensure controls in place are continuing to align with industry best practices

## ✓ **ISO/IEC 27018**

Twilio has expanded our ISMS to include controls that are focused on public cloud Personally Identifiable Information

## ✓ **SOC 2**

The SOC 2 reports provide assurance that controls at a service organization relevant to selected criteria are operating as designed, either as of a point in time (Type I) or over a period of time (Type II)



## **FIPS Level 3**

Twilio has deployed the ability for qualifying customers to request their accounts be enabled with technology that meets the FIPS Level 3 compliance requirements.



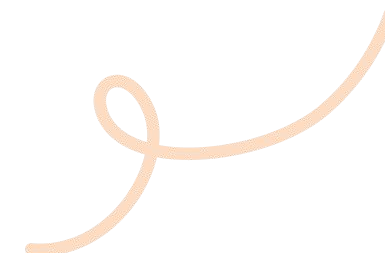
## **PCI DSS Level 1**

Collect credit card data over the phone and/or make payment on behalf of customer applications



## **PCI Level 3 Merchant**

Accept credit cards as a form of payment, but credit cards don't enter our environment

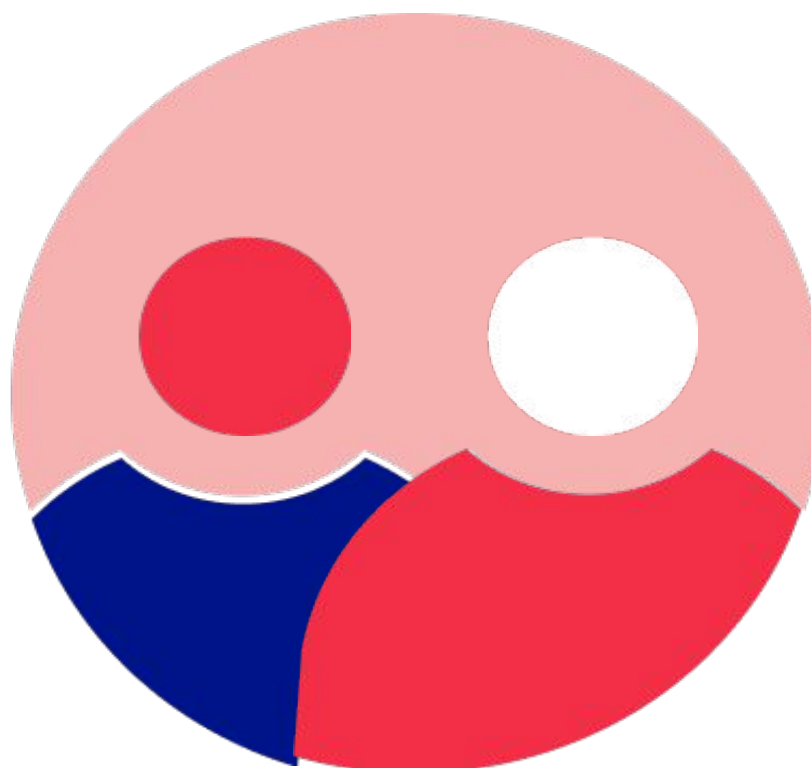


**Uptime**

**Security**

**Performance**

**Licensing Terms**



**Product  
Roadmaps**



# Gaining trust



# Gaining trust





# Wear the customers' shoes

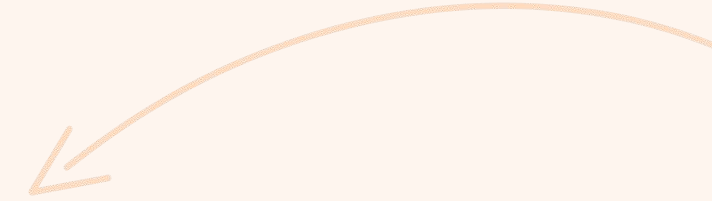


When deciding what to build, **wear the customers' shoes.**

Spend time with your customers and work hard to understand the world from their perspective. Build empathy and build with a spirit of hospitality. Earn trust through every interaction.



# Back to Basics



## 01. OAuth

Authorize with secure protocols like OAuth instead of Basic Auth

## 04. Rate limiting

Limit API requests to limit DoS attacks

## 02. API Inventory

Keep track of all the APIs you are using

## 05. Limit payload size

Don't provide too much data, in the event of an attack

## 03. Least privilege principle

Each entity can only perform the minimum function required



# Handle personal data with care







# Handle personal data with care



## Limit Movement

More movement  
means more potential  
leaks



# Handle personal data with care



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## Dispose Safely

Don't just throw it  
away



# Handle personal data with care



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## Don't Stockpile

Take only what is  
necessary



# Handle personal data with care



## Limit Movement

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## Dispose Safely

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## Don't Stockpile

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## Trained Pros

Only trained employees  
should handle

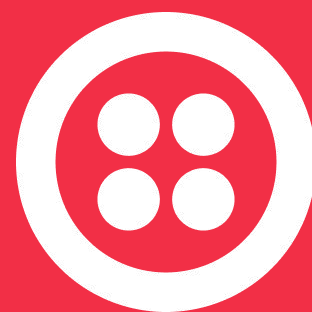


# Gaining Trust in APIs and What to Look For



**Anthony  
Dellavecchia**  
Developer Evangelist

**@anthonyjdella**



# Thank you