

# Data Protection FAQ

This FAQ provides information about the processing and international transfer of personal data when licensing Digital.ai products and services. Digital.ai and its affiliates are committed to implementing and maintaining a global data privacy and security program designed to protect the personal and confidential data entrusted to us by our customers.

## **How does Digital.ai comply with global privacy laws, and in particular, the General Data Protection Regulation (GDPR)?**

We align our policies and practices with the GDPR. As a customer, you decide what data we process. That data is only processed by Digital.ai for the purpose of fulfilling the contractual requirements.

## **Is customer personal data (as defined under GDPR) required in order to utilize the Digital.ai product portfolio?**

No. The majority of Digital.ai products can be fully utilized without requiring the inclusion of personal data. If you do share personal data, the most common types processed are names and email addresses for the provision of login credentials. We encourage you to discuss options related to limiting and scoping the personal data required as it relates to your product use case with our account executives.

## **How do we protect your data transferred outside of the EEA?**

All international transfers of data are subject to your license agreement and the European Commission's Standard Contractual Clauses. The European Commission's Standard Contractual Clauses (SCCs) are a contractual terms template that have been pre-approved by the European Commission and serve as a legal transfer mechanism to allow personal data to flow outside of the EU/EEA. SCCs have been used for over a decade to provide contractual safeguards according to EU data protection standards. The SCCs are an integral part of our Data Processing Agreement (DPA).

## **Does Digital.ai offer an option for customers who prefer to have their data stored in a particular region?**

Yes. We offer options for customers who prefer to have their data limited to a particular region, such as the US or the EU. We own or control access to the infrastructure that we use to host customer data in relation to applicable software and service offerings.

## **What subprocessors do we utilize?**

To support delivery of our products and services, we may engage and use data processors with access to certain customer data. We currently use third-party subprocessors to provide infrastructure services and to help us provide customer support. Prior to engaging any third-party subprocessor, we perform diligence to evaluate their privacy, security, and confidentiality practices and execute an agreement implementing applicable obligations.

<b><i>Infrastructure subprocessor</i></b>	<b><i>Description of Service</i></b>
Amazon Web Services ("AWS")	Cloud service provider
Rackspace Technology	Cloud service provider
<b><i>Other subprocessors</i></b>	<b><i>Description of Service</i></b>
ServiceRocket, Inc.	Cloud-based customer support and implementation services
Pendo.io, Inc.	Cloud-based software support and analytics
Snowflake, Inc.	Database as a service provider
Zendesk	Customer service software
Sumo Logic, Inc.	Cloud-based software security and log analytics

## Security at Digital.ai

Our information security program is a holistic approach that considers every aspect of how we may collect, store, secure, use or dispose of data. We have implemented technical and organizational measures to ensure all data is protected and secured. We have internal access controls and authorization requirements related to that information. Annual mandatory training is provided to our employees and contractors to ensure employees maintain up-to-date sufficient awareness and knowledge of our security policies and requirements.

### How is customer data encrypted (at rest and in transit)?

Digital.ai utilizes encryption methods which are considered secure according to industry best practices shall be used to secure data both at rest and while in transit. The encryption methods used meet or exceed the Transport Layer Security (TLS) 1.2 or Advanced Encryption Standard (AES) 256.

### What Security Certifications does Digital.ai currently hold?

Digital.ai maintains a comprehensive security program designed to protect your data in accordance with the highest industry standards.

#### ISO 27001 Certification

The International Organization for Standardization's information security standard 27001 (ISO 27001) is a specification that outlines security requirements for an information security management system (ISMS).

#### SOC 2 Type II Report

Service Organization Controls 2 (SOC 2) Type II audits to evaluate its information security system controls as they relate to the Security, Availability, and Confidentiality of the Trust Services Criteria.

## ISO 13485

The International Organization for Standardization's 1348 is a stand-alone QMS standard, derived from the internationally recognized and accepted ISO 9000 quality management standard series. ISO 13485 adapts the ISO 9000 process-based model for a regulated medical device manufacturing environment. ISO 13485 was written to support medical device manufacturers in designing quality management systems that establish and maintain the effectiveness of their processes. It ensures the consistent design, development, production, installation, and delivery of medical devices that are safe for their intended purpose. While ISO 13485 is based on the ISO 9001 process model concepts of Plan, Do, Check, Act, it is designed for regulatory compliance.

All Digital.ai products strive to be compliant with ISO 27001/27002 and SOC 2. We have active projects underway to pursue these certifications for all relevant products. Our current certifications are listed below:

Product Name	Legacy Product Name	Certification(s)
SeeTest	Experitest	ISO 27001, SOC2
Digital.ai Value Stream Intelligence	Numerify	SOC2
Digital.ai Application Protection	Arxan for Android, iOS (EnsureIT) Arxan for Web/Hybrid (SecureJS), Arxan for Java Library	ISO 13485
Digital.ai Key and Data Protection	Arxan for Whitebox (TranformIT)	ISO 13485
Digital.ai App Management	Apperian	ISO 13485
Digital.ai App Aware	Threat Analytics	ISO 13485
GovCloud (Digital.ai Agility)	N/A	<i>FedRamp in process</i>

Our main data hosting provider, AWS has a SOC 2 and ISO 27001 certification. You can download and learn more about AWS security certifications and reports [here](#).

## Questions or Comments

If you have any questions or comments regarding this information, or our privacy and security practices, please contact us at: [legal@digital.ai](mailto:legal@digital.ai).

## Additional Resources

For the most current information and disclosures about our data protection obligations and commitment to protecting and responsibly handling customer and end-user data, please see our latest [DPA](#) and [Privacy Policy](#), including, where applicable, the supplemental privacy notices to account for the CCPA.

## About Digital.ai

Digital.ai provides the industry's leading software delivery platform, purpose built to create value and manage enterprise-scale digital transformations. Digital.ai brings together best-in-class agile, DevOps, security, testing, and analytics technologies in an AI-powered platform, providing Global 2000 enterprises with the end-to-end visibility required to intelligently orchestrate and continuously improve their software lifecycle. Complex, global enterprises rely on the Digital.ai delivery and management platform to make better, data-driven decisions and achieve critical business outcomes.

Learn more at [Digital.ai](#)