

Question: How does iGrafx ensure that personal data remains secure while much of the workforce is officing at home?

Like most companies, we have numerous processes, policies, administrative and technical measures in place to comply with data privacy laws and secure personal data received from our customers.

Summary of iGrafx's data privacy protection measures:

Customer personal data that originates in the EU is hosted on Microsoft Azure server located in the EU. No personal data is transferred to the U.S. except subject to the iGrafx Data Processing Addendum under which the iGrafx and its Customer would execute the Standard Contracting Clauses for the transfer of such data. Unless such transfer is made pursuant to the DPA and the SCCs, such personal data remains in the European Union. Any personal data that is uploaded by a customer into the iGrafx Cloud Solution is not accessible by iGrafx employees unless the customer specifically gives iGrafx employees access. Section 3.2 of the iGrafx Cloud Services Agreement that governs the use of the iGrafx Cloud Services also discusses how personal data may be submitted to iGrafx GmbH and for what purpose. It is very unlikely that personal data would need to be transferred by iGrafx GmbH to the US and if such need arises, it is done subject to the DPA and the SCCs with the customer's prior consent.

iGrafx makes its employees aware of their responsibilities to comply with the security requirements it has in place for personal data and confidential information by means of its Remote Access Policy which is applicable to all employees, confidentiality requirements in employment contracts, and other documentation of security policies and responsibilities in employee handbooks.

In addition to the measure we take with employees listed above, iGrafx takes these steps to protect confidential information and personal data even when its workforce is working remotely:

- iGrafx secures the personal information provided by Customers on computer servers in a controlled, secure environment, with appropriate administrative and technological measures implemented to protect from unauthorized access, use or disclosure. Customer information and personal data may only be accessed from or stored on an iGrafx computer or server/repository system and such computers and server/repository systems are encrypted.
- Customer Data including personal data may not be accessed by non-iGrafx owned computers, laptops, smart phones, or other devices (e.g., employee's home or personal computers, employee's own smart phones, public computers, kiosk machines, etc.) for purposes of viewing, accessing, storing, or otherwise using proprietary data.