

# arm TREASURE DATA

## STATEMENT OF ARM TREASURE DATA'S SECURITY PRACTICES FOR CUSTOMER INFORMATION

June 2020

### Introduction

Arm Treasure Data is committed to protecting the information of its customers and preventing the unauthorized disclosure, use, modification, or access of or to the information customers store within the Arm Treasure Data Service. We recognize the importance of appropriate information security policies and procedures to protect the security of customer data. We have therefore created this document to describe Arm Treasure Data's security policies, procedures, and technologies. This statement is not itself the Information Security Policy but does summarize the controls embodied in the Information Security Policy and related documents as well as some specific information concerning encryption, access control, and the authentication of users and administrators.

Arm Treasure Data (or Arm at large) maintains different types of documentation in support of its information security program. In specific, we maintain:

- Policies, such as the Information Security Policy, which are statements regarding our commitment to certain goals and statements of high-level security requirements.
- Standards, which detail the specifications for the technology or facilities that we use.
- Procedures, which are documented methods showing how we meet the requirements set in policies.
- Guidelines and other training materials, which provide information to educate workers and users about following the procedures established by Arm or Arm Treasure Data to meet the goals set in its policies.

By "Customer Information," we are referring to information and data we receive, process, create, maintain, or transmit on behalf of a customer when providing the Arm Treasure Data service to a customer or other information and data customers otherwise provide to Arm Treasure Data. For instance, Customer Information includes information customers upload, analyze, and store within the Arm Treasure Data service. That Customer Information may include personal information, for instance concerning the customers of our customers. Customer Information also includes personal information about customer representatives that communicate with Arm Treasure Data.

In carrying out Arm Treasure Data's commitment to protect the security of Customer Information, Arm Treasure Data takes precautions to protect the confidentiality, integrity, and

availability of Customer Information. Arm Treasure Data protects Customer Information from loss, misuse, and authorized access, disclosure, alteration, or destruction by employing industry standard safeguards to implement the control objectives described in the Security Policies. More specifically, Arm Treasure Data intends to maintain reasonable and appropriate administrative, physical, and technical safeguards to:

- Provide assurances of the integrity and confidentiality of Customer Information,
- Protect against any reasonably anticipated threats or hazards to the security or integrity of Customer Information, and unauthorized uses or disclosures of Customer Information, and
- Maintain compliance with the legal framework of requirements for the privacy and security of Customer Information.

## Administrative Safeguards

Arm and Arm Treasure Data maintain and periodically will update the Information Security Policy and the subordinate documentation described above to govern the security of the Arm Treasure Data Service. Arm Treasure Data trains its employees and, as applicable, contractors and vendors with access to Customer Information to understand and comply with the Security Policies and subordinate documentation.

Arm Treasure Data regularly assess the threats to the confidentiality, integrity, and availability of Customer Information. It manages such risks by implementing specific safeguards that are, in light of the risks, reasonable and appropriate to protect Customer Information.

Arm Treasure Data has a designated information security function within the company which is responsible for overseeing internal security practices and acting in coordination with Arm Enterprise Security. Arm Treasure Data has established security-relevant roles and responsibilities and holds its personnel accountable for performing them. Such accountability includes imposing consequences for violations of security policies and procedures up to and including termination if appropriate.

Arm Treasure Data uses agreements with members of its workforce and service providers acting as subcontractors in order to require them to protect confidential information including Customer Information in a manner at least as stringent as those required by this security statement.

Arm Treasure Data maintains policies concerning the acceptable uses of computing devices and media used to collect, use, store, archive, and dispose of Customer Information.

Members of the Arm Treasure Data workforce with access to Customer Information have trusted roles within the company. Arm Treasure Data implements screening procedures to provide assurances that workers hired to carry out trusted roles are trustworthy and competent for the roles they perform.

Arm Treasure Data limits the access of members of its workforce to Customer Information. Workers with trusted roles are given access to Customer Information only if they need such access to perform their job responsibilities and the access they receive is the minimum needed

to perform their roles. Members of Arm Treasure Data's workforce with limited access to Customer Information include personnel that provide customer support requiring such access, and they obtain such access only upon customer request.

Arm Treasure Data maintains a program of security awareness and training for its workforce. Such training is required for all personnel.

Arm Treasure Data maintains termination procedures so that upon termination of a worker or service provider, Arm Treasure Data will promptly remove all rights to access Customer Information and obtain the return of media or devices that contain Customer Information.

Through appropriate agreements and management oversight, Arm Treasure Data oversees the security of activities undertaken by service providers on behalf of Arm Treasure Data. Arm Treasure Data currently uses industry-leading third party data hosting companies as providers of storage and platform services. Our service providers have been certified as meeting the requirements under ISO 27001, as well as SOC 1/SSAE 16/ISAE 3402 (Previously SAS 70 Type II) and SOC 2.

Arm Treasure Data will maintain and implement procedures to facilitate timely, effective, and orderly reporting and response to suspected or known information security incidents or breaches.

Arm Treasure Data will maintain and periodically test disaster recovery and business continuity plans and procedures for responding to man-made threats and natural disasters that could damage systems that contain Customer Information or make them unavailable.

Arm Treasure Data will audit or otherwise assess the security of Arm Treasure Data's information systems containing Customer Information on a regular basis and check for compliance with the Security Policies, procedures implemented pursuant to the Security Policies, and technical standards.

## Physical and Environmental Controls

As mentioned above, Arm Treasure Data uses industry-leading third party data hosting companies to provide hosting services. These service providers host the Arm Treasure Data Service in their data centers. These data centers maintain infrastructure in secured zones in accordance with the service providers' physical security control standards.

Our service providers host customer data at scalable, high-performance, and high-resilience data centers. They have security certifications under assessment frameworks such as ISO 27001, System and Service Organization Controls (SOC) 1, and SOC 2. These data centers maintain our customers' data in secured zones that protect against physical intrusion, loss, theft, damage, and reasonably anticipated natural disasters, such as floods and storms. Their high availability and business continuity services provide assurances of continued reliability of our service. Our service providers operate multiple data centers, and Customer Information is automatically replicated across data centers to enhance reliability.

Arm Treasure Data's offices, in which personnel may access Customer Information using their workstations and computing devices, are protected by physical security barriers, including walls

and locked doors, as well as alarms and supervision by operational personnel, in accordance with Arm Treasure Data's physical security control procedures and standards. Arm Treasure Data trains its workers to prevent the theft or loss of computers, mobile devices, and media holding Customer Information, as well as unauthorized access to such devices and media.

Arm Treasure Data maintains and enforces procedures and technical standards for the secure deletion of Customer Information from servers, computers, mobile devices, and media before it disposes of them or otherwise repurposes them. The third party data hosting service companies have similar procedures for the secure deletion of data from their infrastructure.

## Technical Security Controls

Arm Treasure Data maintains technical standards and procedures for hardware and software procurement and operations to minimize the risk of malicious software. Arm Treasure Data will also use software and maintain procedures to detect and prevent security incidents, and to recover from incidents involving malicious software.

Arm Treasure Data maintains controls used to update system and application software.

Arm Treasure Data uses appropriate hardware and software, in accordance with its technical standards, to protect its networks against intrusion and data loss.

Arm Treasure Data maintains the capability for its systems collecting, using, storing, and archiving customer information to produce and maintain audit logs of user activities, exceptions, and information security-relevant events. Arm Treasure Data will maintain and implement technical standards relating to the generation, review, and storage of audit logs.

Arm Treasure Data maintains reasonable and appropriate access control and authentication safeguards to control access to Customer Information. These safeguards provide assurances that only those Arm Treasure Data personnel given access to Customer Information by management can, in fact, access such data. Information processing facilities will authenticate users seeking to obtain access to Customer Information in accordance with the procedures and technical mechanisms consistent with Arm Treasure Data's authentication procedures and technical standards.

Arm Treasure Data's Service enables customers to control access to Customer Information by its users. Data stored in the Arm Treasure Data Service is protected by permissions that can be set on a user-by-user basis. Data is organized in tables which are grouped into collections called databases. Any non-administrator user in a customer's account can be set to have: No Access, Write-Only Access, Read-Only Access, or Read/Write Access to shared databases and maintains Ownership of databases they created. This gives a customer the ability to assign different members of its work teams to work on different projects, where each project is a collection of tables organized in one or more databases, and where each team only has access to its own project.

The Arm Treasure Data Service has built-in integration with SAMLv2-based SaaS Identity Provider (IdP) services. These services replace the traditional password-based authentication

when logging into the Arm Treasure Data Service. Our customers' administrators can provision and manage user accounts within their organization.

Arm Treasure Data maintains technical specifications for technology and will maintain procedures to provide assurances of the integrity of Customer Information over time to maintain the data's reliability and authenticity. Such technology and procedures will be used to protect Customer Information from undetected alteration, corruption, loss, or destruction.

All data sent from the Arm Treasure Data collectors (td-agent, Mobile SDKs, Javascript SDK, bulk import tool, and data connector) is sent to the Arm Treasure Data Service through an encrypted transport layer security (TLS v1 or greater) tunnel by default. Data sent from the Arm Treasure Data Service to external destinations are also sent through encrypted tunnels by default. Encryption algorithms and key lengths will be consistent with Arm Treasure Data's policies on encryption:

- We use TLS/SSL sessions to secure data transmissions by default.
- The default certificates for these sessions have RSA-2048 keys, use SHA-256 digests, and facilitate AES-256 symmetric key encryption.

Regarding the portion of the Arm Treasure Data Service hosted by third party data hosting companies, these service providers maintain similar technical safeguards protecting customer information. These third party data hosting services use firewalls and other devices to maintain an external network boundary to prevent unauthorized access and intrusion. They employ continuous monitoring systems to detect suspicious or unauthorized activities.

Although we provide our services on a multitenant basis to allow our customers to share our infrastructure, the Arm Treasure Data Service keeps each customer's Customer Information logically separate from the Customer Information of every other customer. In turn, our service providers use security controls to segregate the Arm Treasure Data Service from their other customers' data by maintaining the Arm Treasure Data Service in its own protected environment. Our security controls provide assurances against unauthorized access to customers' accounts, whether by those who do not use the Arm Treasure Data Service or other Arm Treasure Data customers.

Arm Treasure Data manages the security lifecycle of the application supporting the Arm Treasure Data Service and all other in-house developed software in order to prevent, detect, and correct security weaknesses.

## Contact Information and Resolving Disputes

If you would like to discuss this security statement or provide us with feedback, questions, or concerns about our security statement, please contact us by email at [security@treasure-data.com](mailto:security@treasure-data.com). You may also write us at:

Arm Treasure Data  
2565 Leghorn Street  
Mountain View, CA 94043  
Attention: Information Security

If you have a complaint about our Customer Information security practices, you may submit a complaint to us at the above contact information. Our security team will look into your complaint and provide a response. You will need to provide sufficient information for us to evaluate your complaint and we may ask you to provide additional information as a condition of evaluating your complaint.

## Changes to this Security Statement

We reserve the right to make changes to this security statement from time to time. If we make a change to the security statement, we will post a new copy of it on our website. Your continued use of the Arm Treasure Data Service after such notification indicates your continued agreement to the terms of this security statement as amended. Please review this security statement to review the latest information about our security practices for handling customer information.