



Solution brief

Data privacy: Iron Mountain InSight Digital Experience Platform (DXP)

Service overview

Customers can use the platform to access, manage, govern, and monetize physical and digital information. Through Iron Mountain InSight® Digital Experience Platform (DXP)'s unique intelligent document processing that extracts, classifies, and enriches information with speed and accuracy, customers can quickly turn physical and digital unstructured information into structured, actionable data they can use in their integrated business applications and as the basis for their AI initiatives. The modular InSight DXP platform includes secure generative AI-powered chat, enabling fast access to data trapped within documents. It can be used to quickly query data and documents in a secure isolated environment separate from publicly available generative AI applications.



Customer data

Any type of customer data (including confidential and personal data) may reside on the InSight DXP platform and the customer has full discretion as to what data is submitted to the platform for processing. Customer data is retained only for the duration of the services and then either returned or deleted upon the customer's direction.

Sub-processors

Certain functionalities of the InSight DXP platform are enabled by selected third



party providers who are subject to robust data processing measures and controls. Support services are provided by Iron Mountain's global team with team members in each region as well as by selected third party providers who are subject to the same policies and standards as Iron Mountain employees.

International data transfers

Many countries have laws governing international transfers of personal data. Iron Mountain is aware of these requirements and relies on the Standard Contractual Clauses for internal and external transfers of personal data, as may be applicable and relevant, e.g. EU/UK personal data to countries such as the U.S. and India. Iron Mountain is committed to comply with the EU-U.S., the UK Extension to the EU-U.S. and the Swiss-U.S. Data Privacy Framework.

Privacy safeguards

Iron Mountain has a Global Privacy Program and an appointed Global Privacy Officer. A team of privacy & compliance professionals monitor legislative and regulatory developments and provide advice to ensure that relevant privacy safeguards are embedded into our services.



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About Iron Mountain

Iron Mountain Incorporated (NYSE: IRM), founded in 1951, is the global leader for storage and information management services. Trusted by more than 225,000 organizations around the world, and with a real estate network of more than 98 million square feet across more than 1,400 facilities in over 60 countries, Iron Mountain stores and protects billions of information assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include secure storage, information management, digital transformation, secure destruction, as well as data centers, art storage and logistics, and cloud services, Iron Mountain helps organizations lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working. Visit www.ironmountain.com for more information.

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Security controls

Iron Mountain maintains ISO 27001 and SOC2 Type 2 certifications. Iron Mountain applies appropriate technical, organization and administrative measures, including encryption, to ensure that customer data remains secure at all times. Please see our public site covering our [Certifications and Audit Reports](#).

Contact

If you would like to learn more about InSight DXP solutions or our privacy compliance, we are available to assist you. For privacy compliance related inquiries, please contact us at global.privacy@ironmountain.com and visit our [Privacy & Data Protection](#) website for our standard data processing contract terms.

