

SOLUTION BRIEF

DATA PRIVACY: IRON MOUNTAIN INSIGHT®

SERVICE OVERVIEW

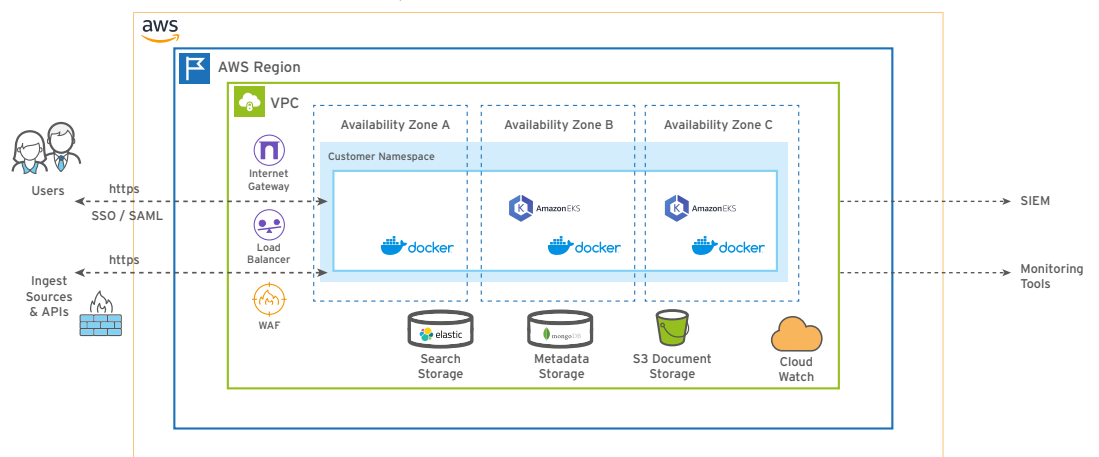
Iron Mountain InSight® is an information management and content services platform that supports a suite of software as a service (SaaS) solutions designed to drive efficiencies in your organization's most common processes and address industry-specific challenges.

Your digital information is stored in a secure cloud-based repository that leverages the National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF) as its enterprise security framework. All files are encrypted and role based permissions enable authorized users to access documents 24/7, with integration options to multiple common business applications.

The platform leverages intelligent document processing technology to aggregate and connect physical and digital information, extracting key data out of documents and automating document-centric workflows to help you get to relevant information faster.

Provision of InSight services may involve processing of customer data, including confidential and personal data.

InSight High Level Architecture



CUSTOMER DATA

Any type of customer data (including confidential and personal data) may reside on the InSight 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

InSight is deployed and running on Google Cloud Platform (GCP) and Amazon Web Services (AWS) with hosting locations available in the following countries/regions: US, Canada, EU, UK, LATAM, APEC. Support services are provided by Iron Mountain's global team with team members in each region as well as by selected third party providers.

INTERNATIONAL DATA TRANSFERS

Many countries have laws governing international transfers of personal data. Iron Mountain is aware of these requirements and relies on Standard Contractual Clauses for internal and external transfers of personal data, as applicable, e.g., EU/UK personal data transfers to countries such as the U.S. and India

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 privacy safeguards are embedded in InSight services.

SECURITY CONTROLS

InSight holds the ISO 27001 (Information Security Management) certification, as well as the SOC2 Type 2. Iron Mountain applies appropriate technical, organization and administrative measures, including encryption, to ensure that customer data remains secure at all times. Read our [InSight security whitepaper](#) for more information.

CONTACT

If you would like to learn more about InSight services 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 Privacy & Data Protection [website](#) for our standard data processing contract terms.

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