



SOLUTION BRIEF

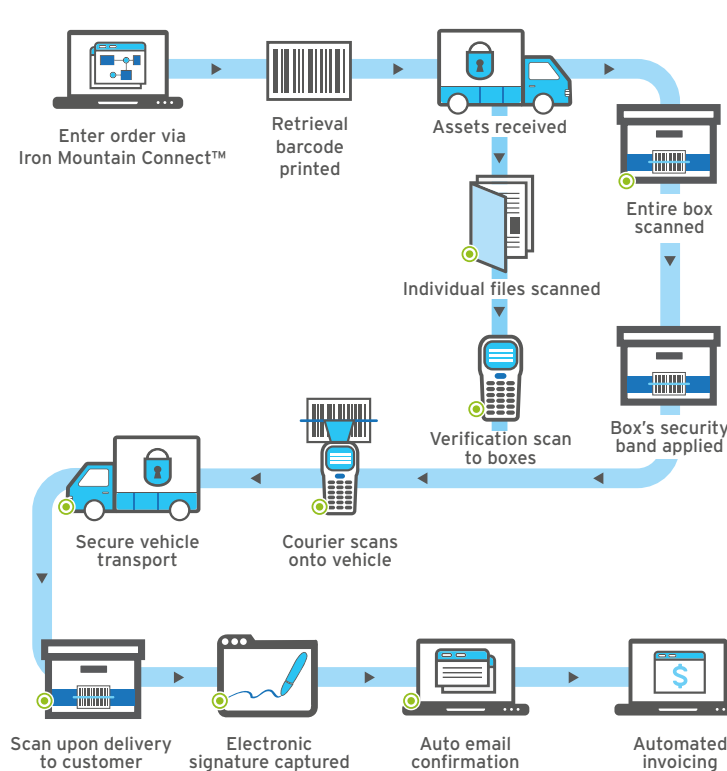
DATA PRIVACY: OFFSITE RECORDS STORAGE AS A RECORDS MANAGEMENT SERVICE

SERVICE OVERVIEW

Safe and secure document storage is critical to compliance and business continuity. Iron Mountain's records and information management professionals can identify records for relocation to our secure off-site records storage facilities. Records are tagged and classified using our customer's own terminology, tracked with RFID labels and made available on-demand through our intuitive Iron Mountain Connect™ web portal, so information contained in the customers' records can be quickly located and retrieved as needed.

In addition to effectively storing and safeguarding customer records in our facilities and making them easily accessible to customers, Iron Mountain offers other related services ranging from digitizing or shredding of documents to providing more comprehensive (software) solutions to manage customer records efficiently. For details of these services please see the relevant Data Privacy Solution Brief [here](#).

Records Management Workflow | Retrieval



[Click to enlarge](#)

CUSTOMER DATA

Any type of customer data may be subject to records management services (and related services) and the customer has full discretion as to what data is contained by the records which are submitted by the customer for storage and related processing. Customer records and metadata to identify records are retained only for the duration of the services and then either returned or deleted upon the customer's direction. Upon the customer's request and subject to a service fee Iron Mountain can also destroy hard copies of customer records.

SUB-PROCESSORS

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. These support service providers may only have access to metadata that identifies customer records, but never to the hard copy records of customers that are stored within our facilities.

INTERNATIONAL DATA TRANSFERS

Most 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.

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.

SECURITY CONTROLS

Iron Mountain maintains ISO 27001 and SOC2 Type 2 certifications. Iron Mountain applies appropriate technical, organization and administrative measures, including advanced security, and access controls of our storage facilities, to ensure that customer records and data remain secure at all times. Please see our public site covering our [Certifications and Audit Reports](#).

CONTACT

If you would like to learn more about Records Management as a Service 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.

800.899.IRON | IRONMOUNTAIN.COM

© 2023 Iron Mountain, Incorporated. All rights reserved. This document was created by Iron Mountain Incorporated and its affiliates ("Iron Mountain"), and information provided herein is the proprietary and confidential material of Iron Mountain and/or its licensors which may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the prior written permission of Iron Mountain. Current product or service plans, strategy, release dates, or capabilities are subject to change without notice, and do not represent or imply an invitation or offer, or availability in all countries, and are not intended to be a commitment to future product or feature availability. This document is not sponsored by, endorsed by, or affiliated with any other party, and any customer examples described herein are presented as illustrations of how customers have used Iron Mountain products and services, and do not constitute a further endorsement, affiliation or other association with such customers or other entities referenced herein. Iron Mountain shall not be liable for any direct, indirect, consequential, punitive, special, or incidental damages arising out of the use or inability to use the information. Iron Mountain provides this information AS-IS and makes no representations or warranties with respect to the accuracy or completeness of the information provided or fitness for a particular purpose. "Iron Mountain" is a registered trademark of Iron Mountain, Incorporated in the United States and other countries, and Iron Mountain, the Iron Mountain logo, and combinations thereof, and other marks marked by TM are trademarks of Iron Mountain Incorporated. All other trademarks and other identifiers remain the property of their respective owners.