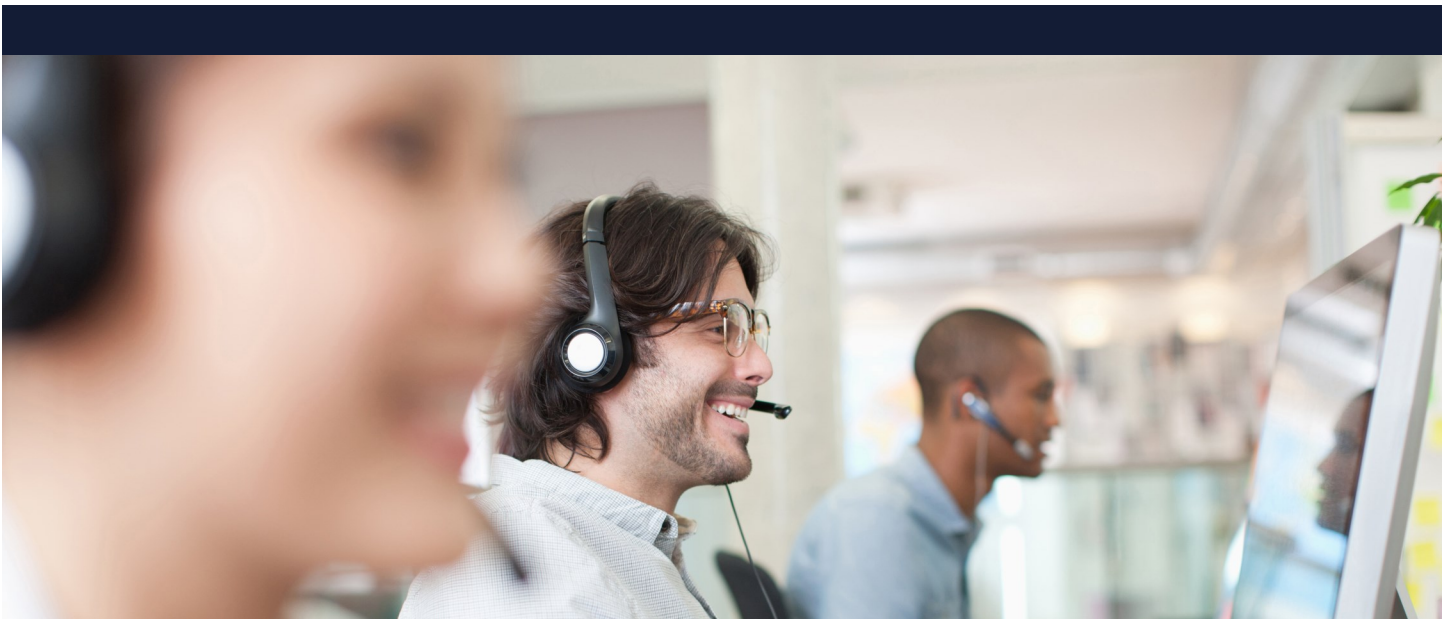


Data Privacy



Being trusted with your data is one of our most sacred responsibilities. Multiple layers of technical, physical, and process controls keep your data safe and visible only to those who need to see it



From GDPR-compliance, to regional data sovereignty; we have it covered



Data where you want it, managed the way you want it managed

sumtotal

Encryption-in-Flight

Securing your data starts before we even receive it. All data transfers occur exclusively over encrypted connections (HTTPS with TLS1.2 or sFTP). Leveraging Public Key Infrastructure from leading certificate issuers and the most secure protocols and ciphers protects your data from prying eyes during data transfer events, securely getting to where it needs to be.

Encryption-at-Rest

FIPS 140-2-compliant storage encryption protects your data-on-disk providing protection against unauthorized access or unintentional loss

Data Locality

Offering multiple SumTotal Cloud location options doesn't mean your data ends up in places you don't know about. Your data never leaves the region you designate...ever.

Data Segregation

Even though we are a SaaS provider, your data is always kept separate from other customers. Your application data is stored in a database exclusive to your organization and accessible only to your application instance. Learning materials are stored in tenant-specific directory structures uniquely tied to your tenant ID, inaccessible to anyone else.

Subprocessors

From Professional Services to Customer Support to Cloud Operations, we use SumTotal personnel. If anyone else is involved in processing your data, it's because you wanted them involved.

Data Security Events

In the unlikely event of a data security event, clearly defined protocols direct who needs to do what when. We will keep you apprised all along the way. A full forensic investigation will be completed and shared with you as soon as we can.

Not for Sale

We never sell your data. Period.

Data Destruction

Nothing lasts for ever. When we ultimately dispose of assets involved in the processing of your data, we use reputable equipment disposal companies to make sure it is done securely. Every disposal we do comes with a data destruction certificate

Data Access

Access to your data is restricted to Cloud Operations personnel-only. If a copy of your database is required for troubleshooting purposes, all PII is fully scrubbed prior to the backup being made available to anyone else.

Data Recovery

Sometimes things don't go to plan. If that happens we have multiple weeks of data archives to help get you back up and running after an accidental data loss events. Data is backed up daily and transaction logs help us recover data often down to the minute. As an added measure, all backups are immediately replicated to our secondary datacenter in the region as soon as they are taken.

GDPR

“GDPR changed the way service providers think about privacy and data-processing transparency. As an organization, we take our obligations seriously and are fully committed to transparency and clarity about how we manage your data and making sure it matches your organization’s needs.”

Erik Zilinek, Lead Internal Counsel, SumTotal Data Privacy Officer



GDPR is one of the most important privacy frameworks in use today. Using our Data Processing Agreement framework or yours, you can be confident that we remain fully compliant together

Transparency and control. It's your data, after all.

**Data is one of your
organization's most
important assets**

Robust, role-based access controls let
you manage who can see what, when.
Sophisticated and comprehensive data
-access and data-management
processes within the SumTotal Cloud
makes sure it stays that way.



To learn more about our Talent and Learning Solutions, please
find us at www.sumtotalsystems.com