

## Unitrends Cloud FAQs

SAFETY, SECURITY and COMPLIANCE

UNITRENDS FOREVER CLOUD, UNITRENDS DRaaS and UNITRENDS CLOUD BACKUP

### Purpose-Built Cloud

The Unitrends Cloud delivers effortless off-site backup, disaster recovery (DR), long-term retention and endpoint protection. Backed by 30 years of customer-driven innovation, Unitrends Cloud makes it easy to meet rigorous compliance and regulatory requirements. All Unitrends Cloud services work seamlessly with Unitrends Backup and Unitrends Recovery Series appliances, providing resilient backup and DR that is built for the unexpected.

### Unitrends Cloud Certifications and Compliance

Your data is safe and secure in the Unitrends Cloud. All data can be encrypted in transit and at rest. The Unitrends Cloud simplifies compliance requirements and helps your organization meet industry regulations such as SOC 2, HIPAA, and GDPR.

Regular audits ensure that the colocation facilities and associated systems meet industry standards for physical security, encryption levels, network security, configuration management, monitoring and other control areas. The Unitrends Cloud colocation facilities and systems audit report includes:

- » Description of Controls Provided by the Data Center
- » Overview of Operations
- » Control Environment
- » Risk Assessment
- » Control Activities
- » Information and Communication
- » Monitoring
- » Problem & Incident Management
- » Change & Configuration Management
- » Customer Setup and Implementation Controls
- » Control Objectives and Related Description of Controls
- » Complimentary User Entity Controls
- » Overview of IT General Controls
- » Environmental Controls
- » Logical / Network Security
- » HIPAA Controls Crosswalk
- » Physical Security
- » Tests of Operating Effectiveness



## FAQs About Compliance, Certifications, Security and Legal Requirements

**1** What is the complete list of certifications and compliance requirements supported by the Unitrends Cloud?

- » Health Insurance Portability and Accountability Act (HIPAA) with Business Associate Agreement (BAA)
- » System and Organization Controls 2 (SOC 2). SOC 2 relates to the security, availability, processing integrity, confidentiality, and privacy of a system. SOC 2 reports from our data centers are available to current Unitrends customers upon request.
- » General Data Protection Regulation (GDPR)

Let Unitrends Cloud do the work of off-site backup, DR, compliance and endpoint protection for you!

- » Simplify your DR and archiving strategy with Unitrends backup appliances that connect to the Unitrends Cloud for long-term retention and disaster recovery spin-up.
- » Save time with deeply integrated backup combined with our white glove service and award-winning Customer Support.
- » Easily meet compliance requirements with built-in reporting and automatic testing that compares recovery testing actuals with your RPOs and RTOs.

**2** Can Unitrends provide a Business Associate Agreement (BAA) to help my business maintain HIPAA compliance?

Yes. Unitrends will sign a BAA upon request. Contact Unitrends Support for assistance.

**3** Where are Unitrends Cloud data centers located?

Unitrends Cloud data centers are in the United States, Canada, Germany, the UK, Ireland and Australia.



**4** How does Unitrends maintain data sovereignty and meet each country's privacy regulations? Will my data remain in my geographic region or be at risk of cross-replication outside of the country?

Unitrends Cloud data centers are compliant with each respective country's privacy regulations and data housing policies. Data stored in the Unitrends Cloud will remain in the originating country and will not be replicated outside of the country.

**5** What indemnification is in place for third parties?

Unitrends has master services agreements in place with all Unitrends Cloud third parties that provide indemnification in the event of a data breach. Affected customers will be notified if a breach occurs. No third parties host or have access to data in the Unitrends Cloud.

**6** What Unitrends Cloud products does this FAQ apply to?

Unitrends Forever Cloud (long-term retention), Unitrends Disaster Recovery as a Service (DRaaS) and Unitrends Cloud Backup.

## FAQs About DR Readiness and Customer Access

**7** Does the Unitrends Cloud have a documented DR plan? Are DR procedures tested?

Yes. The Unitrends Cloud has a documented DR plan that is tested at regular intervals.

**8** What if there is an outage at the Unitrends Cloud data center? What kind of redundancy is built in?

The Unitrends Cloud automatically replicates data to provide redundancy and safeguards against an outage. Redundancy is maintained within the same country as the originating data center to ensure privacy regulations and other in-country data housing policies are met.

**9** Is the customer expected to perform any maintenance on servers at the Unitrends Cloud data center?

No. Unitrends takes care of all maintenance, patching and upgrades for servers in the Unitrends Cloud. In a recovery scenario, Unitrends spins up servers on-demand from the customer's most recent replicated backup.

**10** What is the overall bandwidth of the data center? Is the bandwidth provisioned between users?

There is enough bandwidth in the Unitrends Cloud provided by multiple, redundant, OC-192 connections. The overall bandwidth available at any given time ranges from 10 gigabytes to dark fiber. The bandwidth is not shared between clients, ensuring that all users have the direct access they need.

# FAQs About the Cloud Data Center Characteristics and Protocols

## 11 Is the Unitrends Cloud in a secure building?

Yes. All Unitrends Cloud data centers utilize a multi-layered security architecture including key cards and biometrics to prevent unauthorized access to the building and the data center. Customer equipment is secured in locked cabinets, cages, or suites. Security monitoring is done via closed-circuit television (CCTV) and is recorded digitally with over 90 days of history. CCTV cameras are located throughout the facility as well as externally to capture movement.

## 12 Is the building owned or rented by Unitrends?

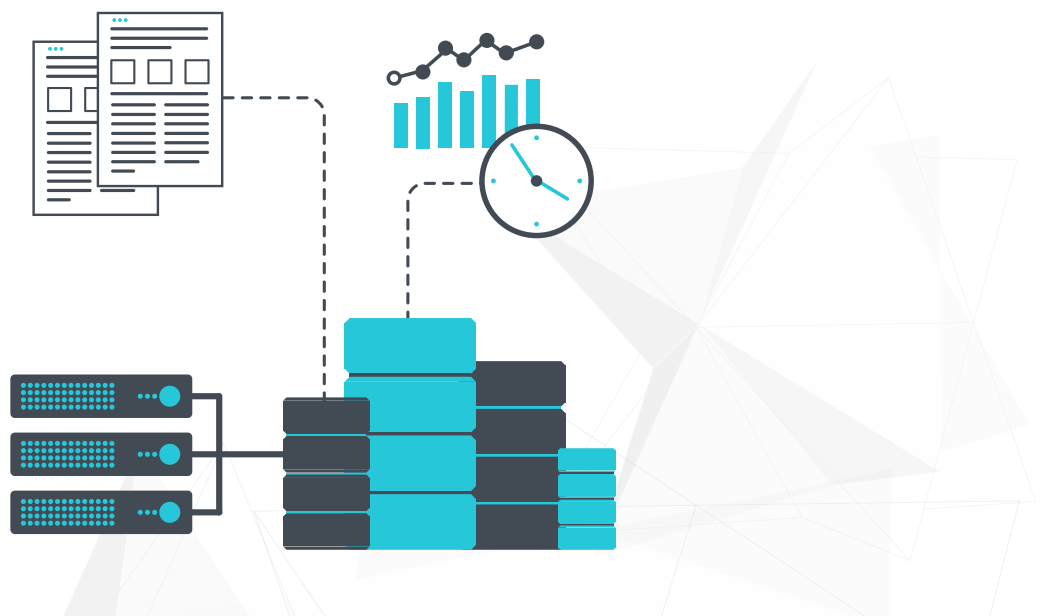
Unitrends leases space and equipment in secure colocation facilities.

## 13 Is there redundancy in power and Internet in the data center building?

Yes. The Unitrends Cloud data centers have redundancy for critical systems and Internet connectivity to diverse backbones. Multiple routers are configured for fault-tolerant routing and the facilities have 24x7 security and monitoring.

## 14 What is the network security setup?

The Unitrends Cloud network architecture is designed to provide security over external points of access and provide security to the network routers and switches. The ability to configure and update routers and switches located in the network is restricted to a limited number of authorized personnel. Routers are restricted to configuration changes from designated IP addresses. Access Control Lists (ACLs) are used on each router to restrict data traffic on the network devices. Only known addresses are allowed to connect to the routers.



## 15 Is there a fire suppression system in the Unitrends Cloud data centers?

Yes. Fire protection is provided via early detection smoke warning systems with dual action dry pipe and multiple zones for optimal coverage of the data centers.

## 16 Is the Unitrends Cloud climate-controlled?

Yes. The Unitrends Cloud data centers are climate-controlled to maintain a temperature of approximately 72 °F / 22 °C.

## 17 Getting Started

How do I get started using Unitrends Cloud?

Contact your Unitrends partner, or contact Unitrends Sales at [sales@unitrends.com](mailto:sales@unitrends.com) or 1.866.359.5411.



## ABOUT UNITRENDS

Unitrends makes efficient, reliable backup and recovery as effortless and hassle-free as possible. We combine deep expertise gained over thirty years of focusing on backup and recovery with next generation backup appliances and cloud purpose-built to make data protection simpler, more automated and more resilient than any other solution in the industry.

Learn more by visiting [unitrends.com](http://unitrends.com) or follow us on LinkedIn and Twitter @Unitrends.

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