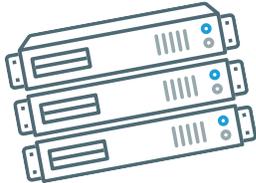




# The Datto Cloud: Security and Availability



The 200+ PB Datto Cloud is purpose-built for data protection and security and is growing at a rate of approximately 20 PB a quarter. It comprises nine data centers located in the US, UK, Australia, Canada, Germany, Iceland and Singapore. This presence easily meets data residency requirements in the regions Datto serves.

Tens of thousands of users trust the Datto Cloud, ensuring continuity for their businesses. Datto maintains comprehensive security and availability measures in all data centers. Customer data is housed in industry leading co-location facilities compliant with national and international industry standard certifications, including SOC 1 / SSAE16, SOC 2 Type II, and HIPAA. Physical access to data centers are guarded 24x7x365 by security personnel, biometric scanning, video surveillance and activity logging.



Datto Infrastructure Engineers proactively monitor the health and status of the Datto Cloud, alerting on-call engineers of conditional issues. It is monitored 24x7x365 to ensure critical business data is always available. Datto's infrastructure components are fully fault-tolerant with a guaranteed uptime of 99.982% and a variety of data redundancy strategies are employed to prevent data loss within each data center and region.

Datto also leverages a full array of centralized tools in the Datto Cloud for both detecting issues as well as reacting to vulnerabilities/issues with efficiency. Some of these tools include centralized server configuration management, active monitoring of firewalls with dynamic rule creation, web application firewalls, centralized logging and the latest in SSO technologies. These tools in conjunction with "in transit" and "at rest" encryption keeps data safe in the Datto Cloud. Datto conducts quarterly network vulnerability scans, using industry standard software employs an independent third-party security firm to conduct annually penetration testing against the Datto Cloud.



Each data center features redundant power feeds, N+1 generators, and 2 dual module UPS battery systems. Diverse entry points and load balancing across three Internet Service Providers (ISP) ensure always-on network connectivity. Industry-grade passive and active HVAC systems are employed to regulate temperature and humidity. And, waterless fire suppression systems can extinguish fires in 10 seconds without causing harm to Datto Cloud hardware.

All Datto Cloud servers, the basic building blocks of the Datto Cloud, are assembled at Datto's Monroe, CT build facility.

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