



# Maintaining Regulatory Compliance with Mozy

## The MozyPro Advantage

### Simple

Seamlessly manage backup, sync, and mobile access for multi-user and server environments from a single web-based console.

### Secure

Your data is safe with industry-standard encryption, world-class data centres, and EMC—a company built to last.

### Affordable

Keep costs low with no hardware to purchase and minimal overhead required.

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### Contact Mozy

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## Protecting the interests of our customers

At Mozy we focus on making our products simple, automatic, and secure. As a result, Mozy has gained millions of customers worldwide by becoming the most trusted name in cloud backup.

We respect the privacy rights of our customers and are committed to protecting your personal information. Our Information Security Management System incorporates a combination of technical, administrative, and physical controls to safeguard personal information consistent with industry standards and laws that are applicable to our customers and our company. The Mozy service protects against anticipated threats or hazards to the security or integrity of such information and its unauthorized access or use.

Information security requires an understanding of how people, processes, technology, and organizational structure all interact to create a complex mix of elements and issues. Therefore, our commitment is to protect the interests of our customers and business by operating a holistic program focused on the confidentiality, availability, and integrity of company and customer systems and data.

Our customers often want to know if they can remain compliant while using our backup solutions. When you back up information with the Mozy service, you remain in control of the data through the authentication schemes and encryption the system uses. Each file stored within the Mozy infrastructure is encrypted prior to transmission, during transmission, and while at rest in our data centers. That means that private and sensitive information remains private while we store it for you. We do not compromise the internal security controls our customers maintain to meet compliance with various regulations.

Mozy meets or complies with or is audited under the following standards or regulations.



## International

- Payment Card Industry Data Security Standard (PCI DSS)
- International Organization for Standardization/ International Electrotechnical Commission (ISO/IEC 27001)
- Statements on Standards for Attestation Engagements (SSAE 16)

## United States

- Health Insurance Portability and Accountability Act (HIPAA)
- Gramm-Leach-Bliley Act (GLBA)
- Any state-mandated privacy laws; for example, Massachusetts 201 CMR 17

## Europe

- Directive 95/46/EC
- Directive 2002/58 on Privacy and Electronic Communications
- Safe Harbor Listed

## SSAE 16 and ISO/IEC 27001

Mozy has successfully completed a SOC 1 SSAE 16 Type 2 audit and received ISO 27001 certification. The number of online backup service providers that have completed both the SSAE 16 Type 2 audit and the ISO 27001 certification is limited. Simply taking the steps to obtain these verifications puts Mozy in exclusive company. These independent verifications certify that Mozy's processes and procedures meet or exceed the strictest control objectives in the industry.

SSAE 16 is a widely recognized auditing standard developed by the American Institute of Certified Public Accountants (AICPA). SSAE 16 verifies that a service organization has been through an in-depth audit of its control objectives and control activities to ensure processing and hosting customer data is done safely and securely.

ISO 27001 certification is the leading international standard for measuring information security management systems. It sets out requirements and best practices for a systematic approach to managing company and customer information based on periodic risk assessments appropriate to ever-changing threat scenarios.

By voluntarily submitting to a SSAE 16 Type 2 audit and obtaining ISO 27001 certification, Mozy demonstrates its commitment to its customers' information and its

preparation to face current and ongoing threats to digital information. Mozy's SSAE 16 Type 2 audit and ISO 27001 certification were performed by BrightLine, an ANAB accredited Certification Body based in the United States.

## Payment Card Industry Data Security Standard (PCI DSS)

As required by the PCI Security Standards Council, Mozy meets all PCI DSS requirements for payment processing. In addition, by using Mozy encryption keys, customers further safeguard their data, including stored payment card information.

## Health Insurance Portability and Accountability Act (HIPAA)

In accordance with the Health Insurance Portability and Accountability Act, any company that stores protected health information must ensure that all of the required physical, network, and process security measures are in place and followed. As a provider of HIPAA-compliant backup services that safeguard protected health information, the Mozy service includes the appropriate safeguards so that the health information you work with and store remains confidential and secure. As required by HIPAA, Mozy sends, stores, and encrypts all data from a HIPAA-compliant account to its U.S. data centers only. Mozy's HIPAA Security settings ensure that the requirements in the HIPAA Security Rule—including those for encryption, password restrictions, and data storage—are in place. Note: There is no standard HIPAA certificate of compliance for backup software and services. For more information about HIPAA and compliance, contact your legal counsel or refer to the HIPAA section of the U.S. Department of Health and Human Services' website.

## European Union privacy principles

The processing of personal information in the United States conforms to European Union standards for safeguarding data. With regard to transfers of personal data to the United States, Mozy has instituted measures and mechanisms to ensure adherence to the European Union privacy principles. All file data content backed up by Mozy is stored encrypted



in our secure, state-of-the-art data centers located in Europe and remains within the borders of the European Union. In addition, Mozy complies with the US-EU Safe Harbor Framework and the US-Swiss Safe Harbor Framework as published by the U.S. Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries and Switzerland. Mozy has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement. For more information, visit <https://safeharbor.export.gov/list.aspx>.

## Data center location

Mozy by EMC has multiple data centers located internationally so that your data can be stored locally within economic communities. For example, data can be retained within the United States or within the European Union. This ensures that it's possible to comply with local data-handling laws and principles.

## The long and short of it

As we state in the Mozy Privacy Commitment at <http://mozy.com/privacy/commitment>, our job is to help you protect your personal information. To do that, we operate our business based on these principles:

- Your information is your information, not our information.
- We never sell your information to anyone, nor do we sell information about you.
- We never share your information with anyone unless you explicitly tell us to.
- We never sift through your information in order to create a profile of you or target advertising.
- You can always get your information back. We have no rights to your information if you leave the service.

For a detailed look at our privacy practices, review our full Privacy Policy at <http://mozy.com/privacy>.