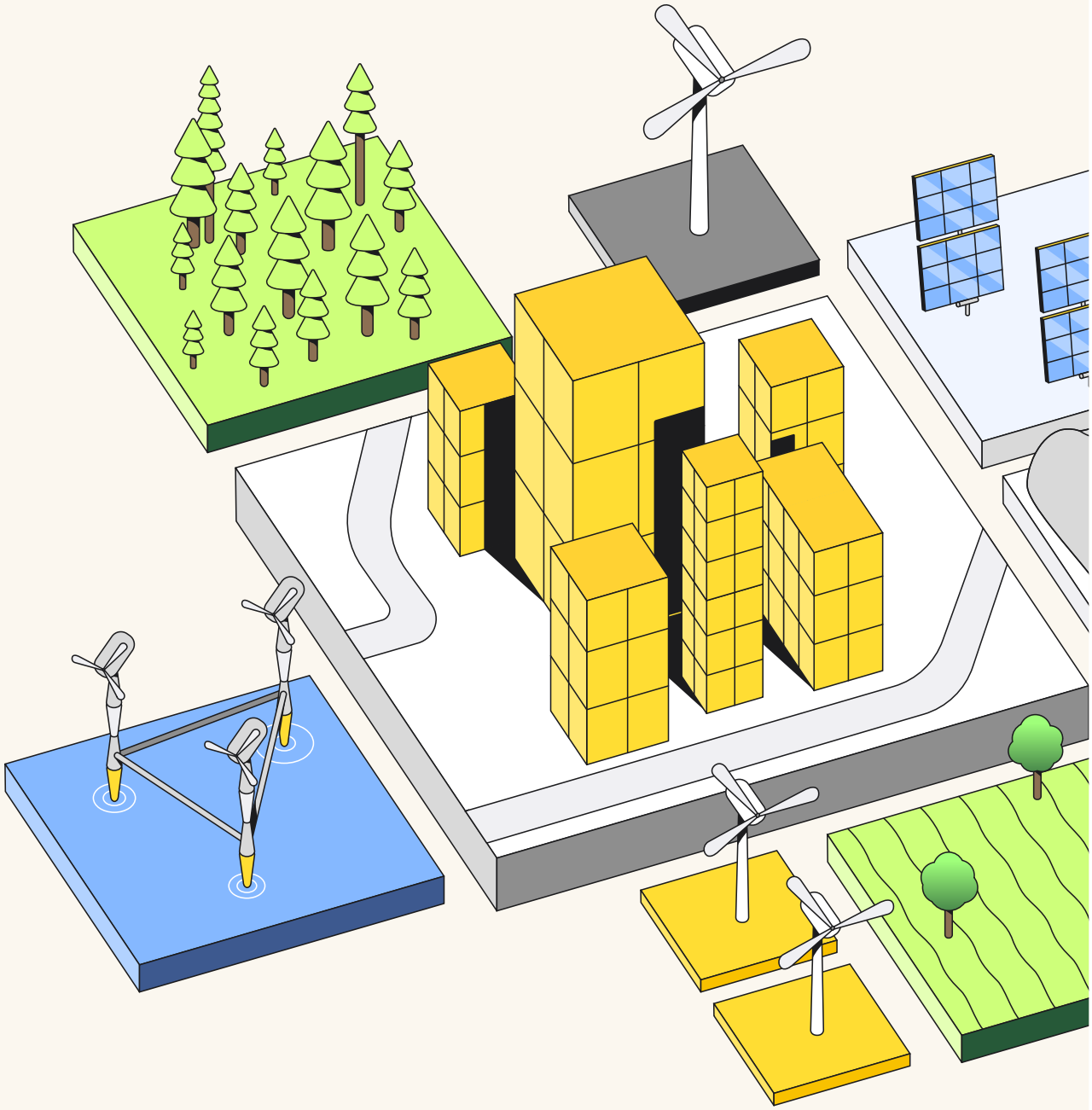

EU Data Residency Program

miro

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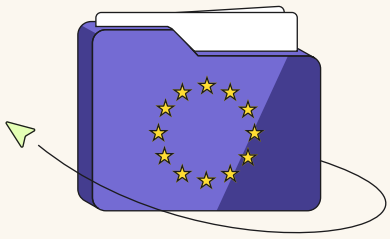
About the EU Data Residency Program

Miro launched an EU Data Residency solution to help EU customers comply with the latest regulations, protect data privacy, and ensure personal data is hosted in-region.

The solution enables our customers to comply with:

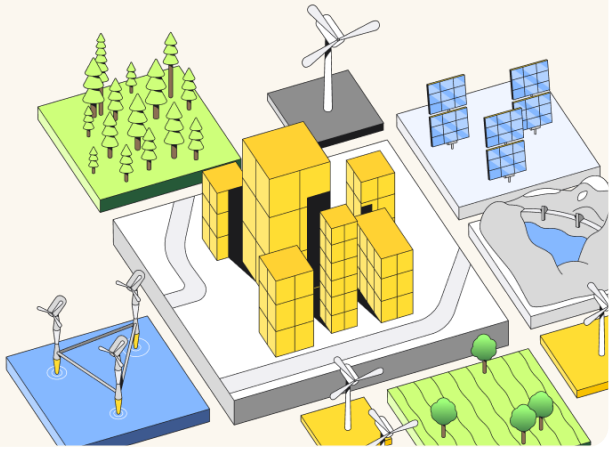
- GDPR (General Data Protection Regulation)
- UK Data Protection Act
  - Schrems 2
  - Judgment around international transfers



What is Data Residency?

Data Residency refers to where the data center of a company is located. It is not primarily an IT or security concern but an issue of users' privacy: where data is stored geographically, independent of how the system is designed or protected.

Data Residency refers only to the location of the data centers on which customer data resides. It does not cover data transfers or the processing of customer data, which are managed separately under the terms of a Data Processing Agreement (DPA) between the parties.

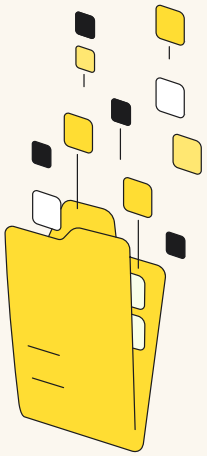


The challenge

Within enterprise organizations, implementing visual collaboration projects can be challenging due to the personal data geolocation requirements that Data Privacy Officers (DPOs) or legal departments must comply with.

Some regional and company regulations have very strict rules regarding where data can be stored.

GDPR dictates substantial fines, up to €20 million or 4% annual global turnover (whichever is higher) to any Data Controller that has a breach or leakage containing personal data.



Our solution

Miro EU data center locations:

Dublin, Ireland
EU production data center

Frankfurt, Germany
EU backup data center

Miro rigorously aligns its data protection and privacy practices with global regulatory requirements. We have launched a Data Residency solution to help our customers comply with the regulations, protect data privacy, and ensure personal data is hosted in-region.

The European Union remains our default storage region for all customers worldwide.
All Customer Content is now hosted within the EU, including compute infrastructure, production data, backup data, and metadata

What's in scope for Miro EU Data Residency

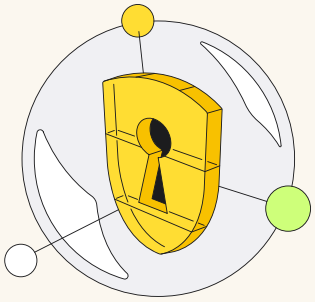
- Compute
  - Miro's physical IT infrastructure and hardware
- Customer Content
  - Production
    - User-generated content
    - User profile data
    - Metadata
  - Backup
    - User-generated content
    - User profile data
    - Metadata
  - AWS as subprocessor
  - Zendesk as Sub-processor

Currently not in scope

- Customer Support
- Most third-party integrations
- Sub-processors (except AWS & Zendesk)
- Usage Data

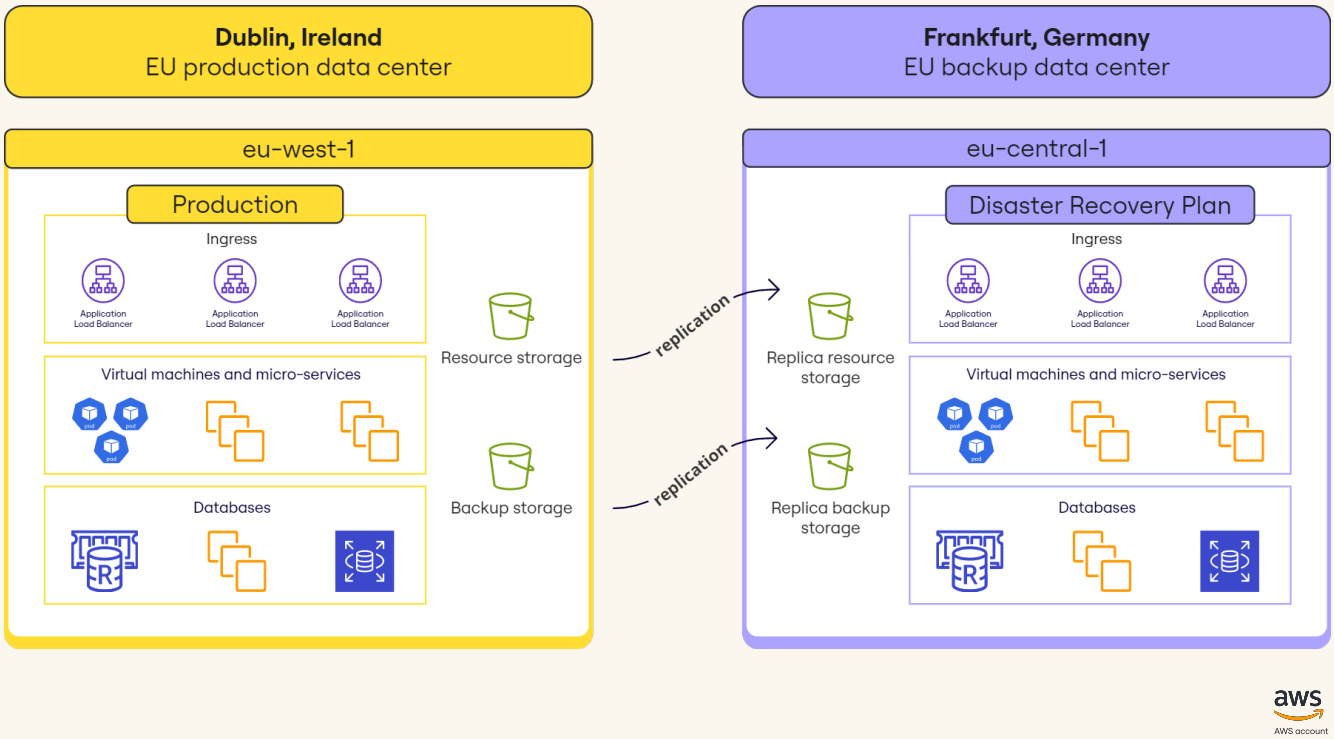
Benefits

- Ability to host **all Customer Content** on servers that reside **in-region**, including **compute infrastructure**, **production data**, **backup data**, and **metadata**
- Better control of **personal data**



Solution architecture and project scope

Miro EU data center locations:



Glossary - GDPR roles

Data Controller
A natural or legal person, public authority, agency, or other body which alone or jointly with others determines the purposes and means of processing personal data.

Data Processor
A natural or legal person, public authority, agency, or other body which processes personal data on behalf of a controller.

Data Protection Officer
Ensures that their organization processes the personal data of its staff, customers, providers, or other individuals (also referred to as data subjects) in compliance with the applicable data protection rules.

Sub-processor
It is a third-party natural or legal person, public authority, agency, or other body, chosen by the Processor to process personal data belonging to the Data Controller