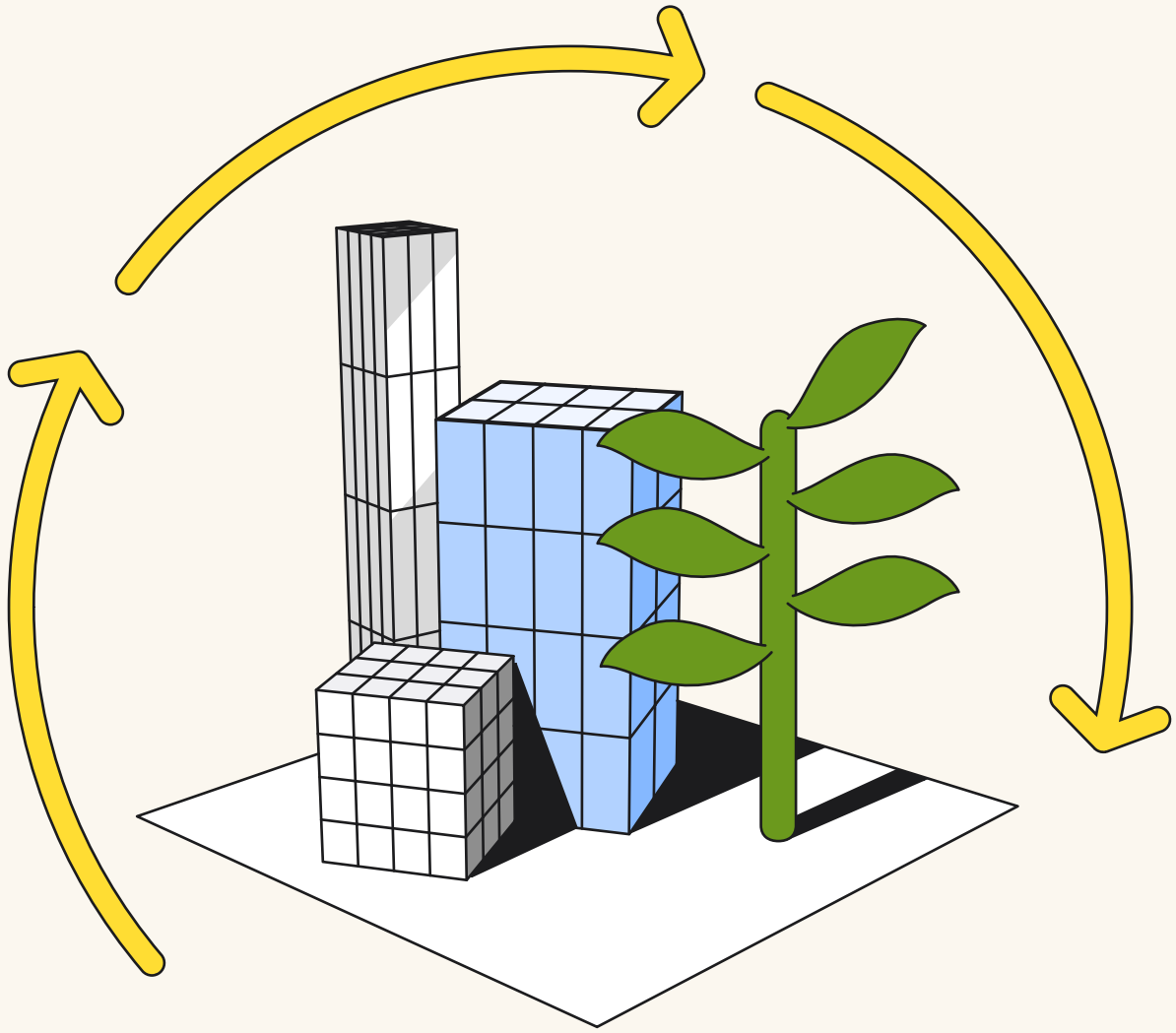

US Data Residency Migration Program

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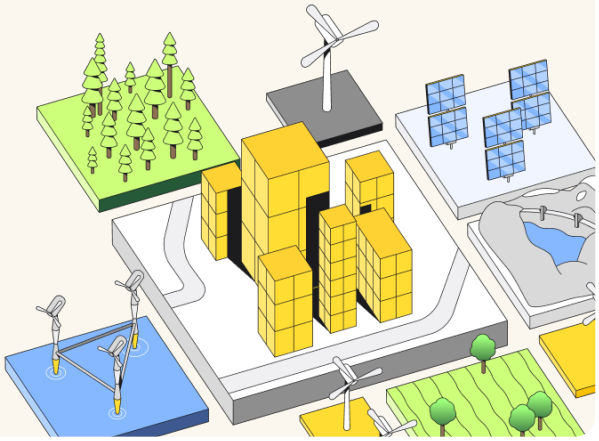
What is Data Residency?

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 also does not cover data transfers or processing of customer data, which is a separate issue from the location of the data centers on which customer data resides, and which is done under the terms of a Data Processing Agreement (DPA) between the parties.

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

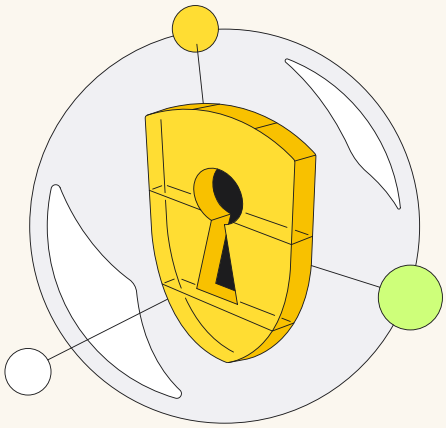


The challenge

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

These are some of the US laws related to data privacy:

FCRA - Fair Credit Reporting Ac
FERPA - Family Educational Rights Privacy Ac
COPPA - Children's Online Privacy Protection Ac
CCPA - California Consumer Privacy Ac
VCDPA - Virginia Consumer Data Protection Ac
CPA - Colorado Privacy Act

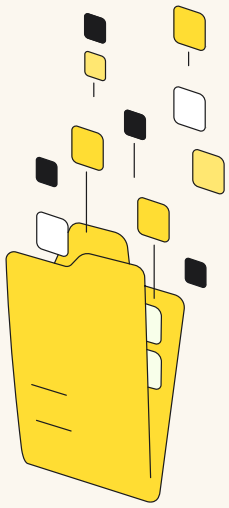


Our solution

Miro rigorously aligns its data protection and privacy practices with global regulatory requirements. To help our customers to comply with these regulations, protect data privacy, and ensure personal data is hosted in-region, we have launched a Data Residency solution. Our US Data Residency Migration Program is part of our ongoing commitment to data safety and compliance.

The European Union remains our default storage region for all customers worldwide. All Customer Content is now hosted within the EU, including compute, production data, backup and metadata — with the exception of US customers enrolled in the US Data Residency Migration Program.

Currently, customer information is hosted in a multi-tenant database. After the migration, the backups are kept for 180 days in the EU before they expire due to storage design limitations.



Miro EU data center locations:

Dublin, Ireland
EU production data center

Frankfurt, Germany
EU backup data center

Ohio, USA
US production data center

North Virginia, USA
US backup data center

What's in scope for Miro US 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

Currently not in scope

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

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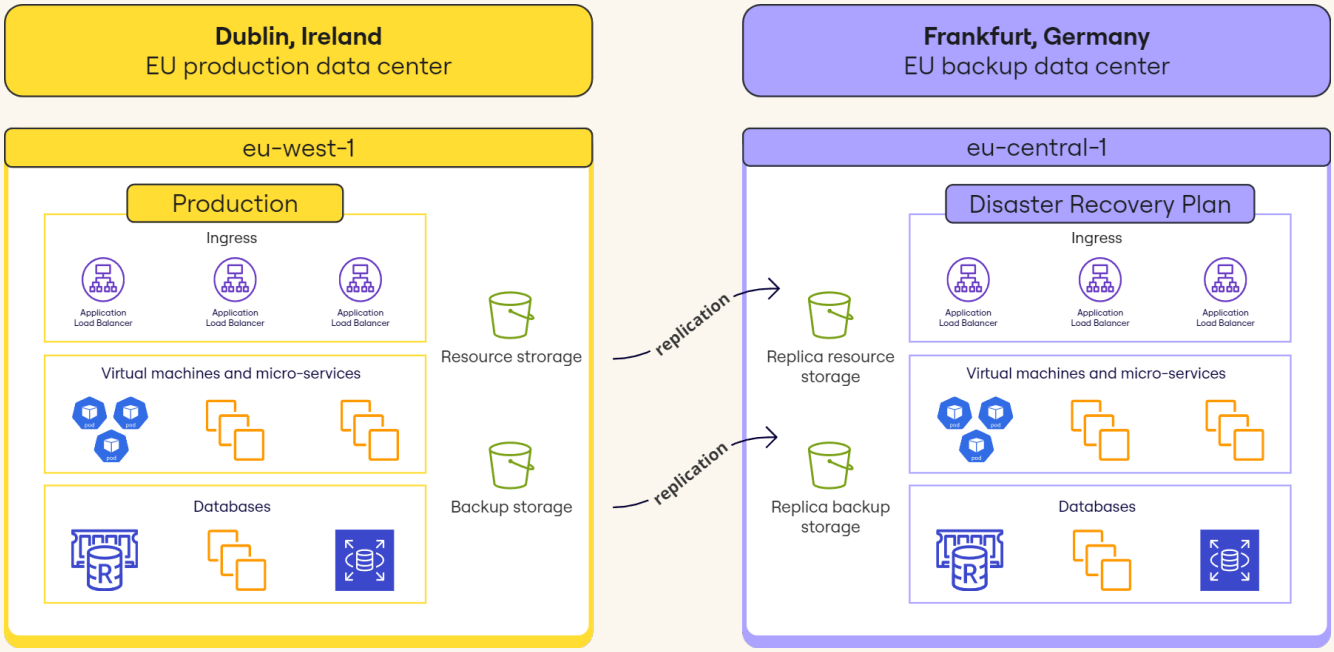
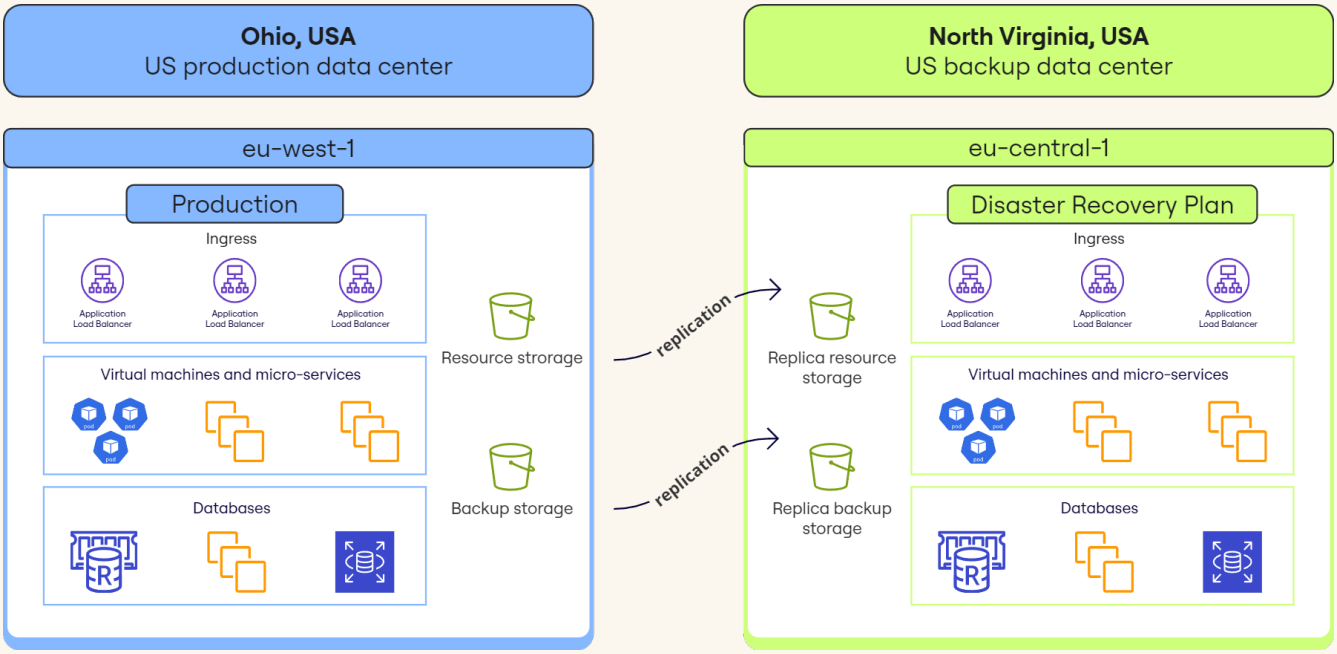
Solution architecture





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**

How to request migration of your data

Already a customer in the US? Request your data be migrated to data centers in the US via your assigned Miro Customer Success Manager.

To be eligible for data migration to the US, you must meet the following criteria:

- Be on our Enterprise Plan
- Annual subscription cost:
- Customers with $500k+ are automatically approved
- Customers between $100k - $500k will be analysed case-by-case by Product Management



Migration timeline

Here is the project and technical process and timeline Miro follows in order to migrate data to the US.

However, this may vary depending on the complexity of the environment and other potential customer dependencies. If you have any questions, Miro Customer Success Managers and engineering teams are here to support you.



Stage 1: Planning and information collection (usually 1 – 3 weeks):

Start by verifying the domains used in the Miro user interface.

↓

Kick off migration planning and review user and teams' reports.

↓

Validate the migration type for teams and provide a list of Team IDs.

↓

Miro will complete the migration of external teams to the Enterprise instance.

Stage 2: Transition to Workspaces (usually 1 – 2 weeks):

Select your Workspace domain URL (In this context, a workspace is the entity containing your organization(s), teams, and users).

↓

Notify end users of the upcoming migration.

↓

Miro will process migration to your workspace.

↓

Validate results.

Stage 3: Moving to the US Data Center (usually 1 – 2 weeks):

Notify your end users (optional).

↓

Miro will proceed with the migration.

↓

Conduct a final validation and manage any necessary configurations.