

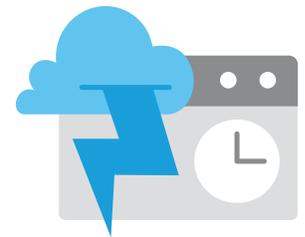


How Datto Products help support GDPR compliance

You likely have read your fill on what GDPR is and does and just want some answers. If you haven't had time to check it out, you can start [here](#). Here we highlight how Datto, as a data processor, can help you and your clients with compliance. It is recommended you consult your own advisors to help with your specific needs relative to compliance, as each partner and client is different.

Data Integrity and Business Continuity

An important part of GDPR compliance is the ability to ensure the ongoing confidentiality, integrity and availability of processing systems and services. It is also critical to be able to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident.



Datto [Continuity](#) and [SaaS Protection 2.0](#) help support you to deliver these services to your clients by giving you the ability to restore data quickly, in the way you need, for the length of time that you need to do it.

Data Retention

Under the GDPR, it is important for you to determine how long you would like to retain your data. Datto provides a number of options that you can use to tailor your data retention schedules to each of your client's individual needs. Users may set local device retention. The cloud data retention options are set by default in certain retention plans and manually in others. Datto gives you a wide array of cloud retention options that you can use to meet your client's needs. For Datto Continuity, you can choose 1-Year Time-Based Retention (TBR), Capacity Based Retention or Infinite Cloud Retention. With SaaS Protection 2.0, Datto is planning to release a feature that will allow you to store data for the length of time that you specify.



With Datto's proprietary [Inverse Chain Technology](#), on Datto Continuity, you have the ability to delete any snapshot both locally and in the cloud if you deem them necessary to remove. Deleting any snapshot or group of snapshots will not affect your backups and thus gives you the ability to respond to client requests while still keeping an efficient set of backup data.

Data Storage

Under the GDPR, it is important to know where your data is stored. Datto Continuity is a hybrid cloud solution designed to store backups of protected machines; one backup copy is stored where the end user has its servers and another backup copy is stored in Datto Cloud. Datto SaaS Protection 2.0 is a cloud to cloud solution, designed to store a copy of SaaS application data in the Datto Cloud.

Datto products offer cloud storage in different geographic locations, including in Europe. Typically, it makes sense to have a conversation with your client prior to implementation about which geographic location makes sense. This location can be changed later based on your client's needs. Datto SaaS Protection 2.0 offers you and your clients the option to choose where you would like to store cloud data at the time of setup. Datto will soon be offering this option at setup for Datto Continuity.

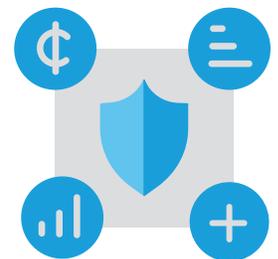
Today, you can check where your cloud data is stored with both [Datto Continuity](#) and [Datto SaaS Protection 2.0](#). For Datto Continuity, you can move the geographic location where cloud data is stored. Simply open a technical support ticket and let us know so that we can provide further assistance. Today, you can check if your clients are using SaaS Protection 2.0. To get SaaS Protection 2.0, you can contact your account representative to assist.



Data Encryption

Datto Siris offers you and your end user local data encryption as an option for added security on top of what Datto already securely transmits and stores in cloud datacenters. Discuss with your end user if it makes sense for their needs before purchasing a Datto Siris.

Data transmitted from cloud locations like Office 365 and G Suite for Datto SaaS Protection 2.0 instances and Datto Continuity replicated data to Datto's Cloud is transmitted in an encrypted form and is stored on servers using disk encryption.



Updated Terms and Privacy Notice

As part of its GDPR preparation, Datto will also be releasing an updated set of terms and an updated privacy notice for its Datto Continuity and Datto SaaS Protection 2.0 products.

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