

## **Security and Privacy of Customer Hosted Data**

We are committed to helping our customers protect the security and privacy of information stored or transferred using our services. We provide our services at the direction of our customers and define our obligations for customer hosted data in our agreements with our customers.

### **Security is a shared responsibility**

It is important for our customers to understand and distinguish between security measures that we implement and operate on the MojoHost supported infrastructure and security measures that our customers need to implement and operate to protect their own data and to comply with specific privacy and security laws and regulations applicable to them.

To learn about the variety of security measures and features we use to help protect MojoHost's infrastructure and business operations, please review our [MojoHost Security & Privacy Practices](#).

Additionally, MojoHost services are provided in a way that gives our customers flexibility over how they configure, secure, and deploy their hosted solution based on their unique requirements. We have various security solutions, features, and services available to allow our customers to configure and deploy solutions that can address their security and compliance challenges.

### **What about privacy and protection of customer's hosted data?**

We provide our services at our customers' direction, but we have no knowledge of the data (including any personal data) that our customers store or otherwise process when using our services. Customers retain full ownership and custody of their data and are in control of the entire lifecycle of their hosted data and how that data is classified, accessed, exchanged, or otherwise processed when using our services.

Thus, our customers remain responsible for any personal information that customers collect and process. Customers must take all reasonable steps to protect the hosted data and to comply with laws and regulations as they might apply to the hosted data and the customer, which includes the customer's encryption of personal or any regulated data.

### **Data Center Locations and Data Transfer**

Customers may select the region (USA or EU) in which they want to store their data. Customers can store their data in one or multiple regions and can also replicate and back up their data to other regions different from their primary deployment site at MojoHost or a third-party cloud that is supported by us.

We and our subcontractors may provide our services and support from any state, province, country, or other jurisdiction, which might be different than the one where our customers deploy the services. Unless otherwise instructed by our customers, we will not relocate a customer's hosted system to a MojoHost or third-party data center in another region. If you have data sovereignty requirements or require support from a restricted geographic region, please reach out to an account representative.

### **How Does MojoHost Deal with the Overseas Transfer of Data?**

**Data transfers from the EEA to countries outside the EEA.** MojoHost offers a data processing addendum that includes EU Model Clauses to enable our customer to transfer personal data from the EU to regions

outside the EU.

The MojoHost Data Processing Addendum with EU Model Clauses is available [here](#) if you as a MojoHost customer require EU Model Clauses. If you need an additional data processing addendum, please contact your MojoHost account manager for assistance by logging into the applicable control panel.