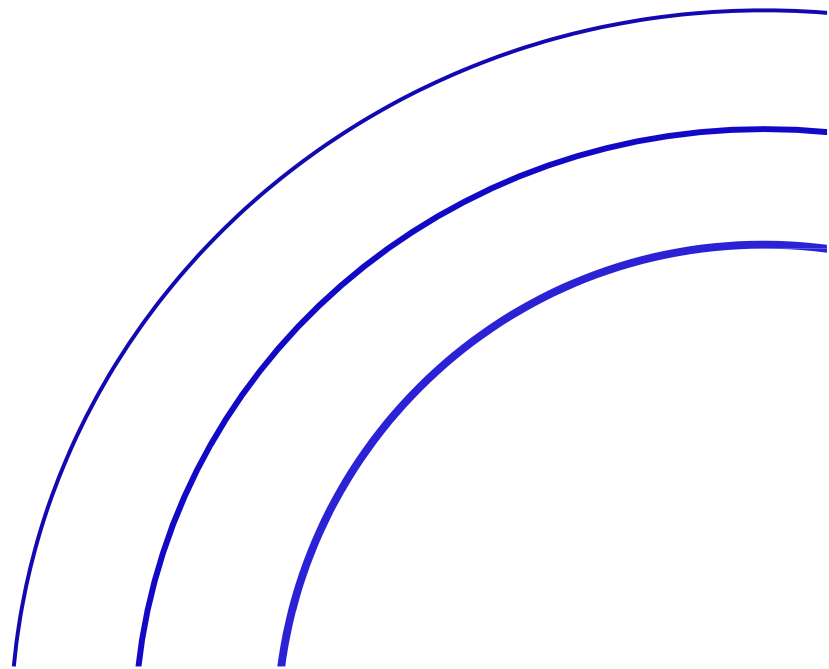




## **Calligo Data Residency**



## Document Control

|                                  |                               |                                |            |
|----------------------------------|-------------------------------|--------------------------------|------------|
| <b>TITLE:</b>                    | <b>Calligo Data Residency</b> | <b>DOCUMENT REF NO:</b>        | QMS REC100 |
| <b>DESCRIPTION:</b>              | Data Residency                |                                |            |
| <b>OWNER/ AUTHORITY:</b>         | Chief Operating Officer       | <b>VERSION NO:</b>             | 1.3        |
| <b>DOCUMENT CROSS REFERENCE:</b> | N/A                           | <b>VERSION DATE:</b>           | 29/10/2024 |
| <b>DISTRIBUTION METHOD</b>       | Email and Website Publication | <b>DOCUMENT CLASSIFICATION</b> | Internal   |

### DOCUMENT OWNER & APPROVAL

The Chief Operating Officer is the owner of this document and is responsible for ensuring that this service description is reviewed in line with the review requirements of Calligo's Information Security Management System and Project Management Frameworks.

**Approved by the Chief Operating Officer, Calligo ("Entity") on 29 October 2024**

| <b>CHANGE HISTORY RECORD</b> |   |                        |                         |                      |
|------------------------------|---|------------------------|-------------------------|----------------------|
| <b>VERSION</b>               | <b>DESCRIPTION OF CHANGE</b>                    | <b>AUTHOR</b>          | <b>APPROVAL</b>         | <b>DATE OF ISSUE</b> |
| 1.0                          | Original Version                                | VP Cloud Operations    | Chief Operating Officer | 17/11/2022           |
| 1.1                          | Added Sophos MDR                                | VP Cloud Operations    | Chief Operating Officer | 17/02/2023           |
| 1.2                          | Added Bitlocker                                 | VP Cloud Operations    | Chief Operating Officer | 08/06/2023           |
| 1.3                          | Change of Owner and update of Storage Locations | Director of Compliance | Chief Operating Officer | 29/10/2024           |

## Data Residency

This document outlines the locations client data may be stored in or accessed from as part of the delivery and provision of Calligo Support Services:

| Residency Item                                | Description  | System   | Storage Location  |
|---|--|--|---|
| Data Centre                                   | Locations  | VDC's  | Channel Islands (Jersey & Guernsey)<br>UK (London)<br>Ireland (Dublin)<br>Canada (Brampton and Barrie)  |
|   | ITSM Data  | Viaje  | London<br>Jersey  |
| Patching policies, patch, and compliance data | System Patching data and update catalogue  | System 1 – Calligo System Monitoring platform              | Canada<br>EU<br>UK  |
|   | Asset Compliance data for reporting purposes   | System 2 – Remote Monitoring and Management (RMM) platform | EU  |
| Monitoring policy and thresholds              | Systems monitoring data. (e.g., resource and service monitors, and alert thresholds)   | System 1 – Calligo System Monitoring platform              | Canada<br>EU<br>UK  |
|   |  | System 2 – Remote Monitoring and Management (RMM) platform | EU  |
| CommCell                                      | Locations of CommVault Storage Locations   | Calligo Hosted   | Channel Islands (Jersey & Guernsey)<br>UK (London)<br>Ireland (Dublin)<br>Canada (Brampton and Barrie)  |
| Data Centre                                   | Microsoft hosted Data Centres.   | Data Centres   | <a href="https://azure.microsoft.com/en-gb/global-infrastructure/geographies/#overview">https://azure.microsoft.com/en-gb/global-infrastructure/geographies/#overview</a> |
| Call recordings                               | Call recordings are stored in the OneDrive for Business account                        | Microsoft Teams Voice                                      | <a href="https://azure.microsoft.com/en-gb/global-infrastructure/geographies/#overview">https://azure.microsoft.com/en-gb/global-infrastructure/geographies/#overview</a> |
| Voicemails and transcriptions                 | Voicemails and call transcriptions are both stored in the receiver's Exchange mailbox. | Microsoft Teams Voice                                      | <a href="https://azure.microsoft.com/en-gb/global-infrastructure/geographies/#overview">https://azure.microsoft.com/en-gb/global-infrastructure/geographies/#overview</a> |

| Residency Item         | Description  | System   | Storage Location  |
|------------------------|--|--|---|
| Sophos MDR             | Security event data<br><br>(e.g. CustomerID, MachineID, UserID, Sophos Telemetry data) | Sophos MDR   | Stored in the region where the Sophos customer account is provisioned:<br><br><a href="#">Sophos Managed Detection and Response (MDR) Privacy Data Sheet   Sophos</a> |
|                        | Systems Management data.<br><br>(e.g., information on system names, IPs, status)       | System 1 – Customer on-premises<br>System 2 - Intune | Data is held within the customer environment.<br>Data is held within an approved Azure Region.  |
| Bitlocker Recovery Key | Bitlocker Recovery Key   | System 1 – Local Endpoint                            | Local HDD   |
|                        |  | System 2 - AD  | Customer on-premises AD   |
|                        |  | Systems 3 - AAD                                      | Within an approved Azure Region   |
|                        |  |  |   |