



PROOFPOINT'S COMMITMENT TO EU GDPR COMPLIANCE

HOW PROOFPOINT CAN ASSIST
CUSTOMERS TO COMPLY WITH
THE EU GDPR

INTRODUCTION

Version January 12, 2018

Proofpoint is not in the business of providing legal advice and this document is not intended to provide, and should not be construed as, legal advice.

On 25 May 2018, the most extensive and far-reaching piece of European data protection legislation will come into force—the European Union’s (EU’s) General Data Protection Regulation (GDPR) will replace the 1995 European Union Data Protection Directive.

At its core, the GDPR aims to put EU residents in control of their personal and sensitive data. The GDPR regulates how their data is collected, processed, stored, deleted, transferred, and used and how their data is protected throughout that process. Any company that does business in the EU or handles the personal data of EU residents is obligated to comply with the regulation, regardless of whether such company has physical operations in the EU.

Developing a plan to comply with the new rules is critical for all organizations and their vendors, including Proofpoint. Proofpoint is committed to compliance with the GDPR across our solutions and services. We help our customers and partners to secure and to maintain the privacy and confidentiality of the personal data entrusted to them; and as a data processor, we have instituted a robust information security program (backed up by legal contracts) to create a service that our customers can trust.

[Learn more about the GDPR.](#)

GDPR MANDATES NEW CONTROLS



PROOFPOINT'S COMMITMENT TO EU GDPR COMPLIANCE

As a data processor, Proofpoint is committed to maintaining the privacy and confidentiality of the personal data entrusted to us. We have a documented Information Security Program describing how technical and administrative security controls are implemented to protect personal data and the physical locations in which it is hosted.

Our North American co-location facilities perform annual SOC 1 or SOC 2 audits and European co-location facilities maintain ISO 27001 certifications. Access controls mechanisms are established for physical and logical access to the facilities and the infrastructure hosting the services. All physical and logical access is logged and analyzed for inappropriate access. Physical security controls for the facilities hosting the services include 24x7 on-site security, local and remote security and environmental monitoring, and redundant power and environmental controls. Physical and logical access authentication for Proofpoint personnel is performed using two-factor authentication and is granted based on the employee's role.

We have built state of the art automation tools, designed to ensure system integrity at the application level. A highly trained team of security professionals is responsible for documenting and deploying security controls. A separate team is responsible for performing Continuous Monitoring to ensure that these controls remain effective and in-place.

The infrastructure hosting the SaaS services is actively monitored with agents collecting hundreds of metrics specific to hardware, networking, and the OS. These metrics are compared against well-established baselines. Alerts are automatically generated when thresholds are crossed and escalation schemes are systematically enforced so that potential issues are addressed in a timely manner. Operations personnel are available 24 hours a day, 7 days a week to respond to any infrastructure issues.

We are part of the [EU-US Privacy Shield and Swiss-US Privacy Shield](#) frameworks that facilitate transfers of personal data between the US and the EU and between the US and Switzerland. In addition, Proofpoint readily enters into contract commitments in the form of data processing agreements (aka Model Clauses or EU Standard Contractual Clauses (SCCs)). Proofpoint also commits to updating and maintaining new versions of the data processing agreements to include GDPR relevant provisions.

EU GDPR AND PROOFPOINT'S PRODUCTS

Proofpoint is committed to providing GDPR compliant services to our customers. Our products are designed with data security in mind and already have many GDPR compliant features built in. Additionally, we have carefully studied the GDPR's requirements and have enhanced our products and services to better assist our customers with their GDPR compliance efforts.

You can learn more about how Proofpoint's solutions can help your organization in its GDPR compliance journey by [visiting our GDPR solutions page](#).

Proofpoint is publishing an ongoing series of whitepapers that describe how Proofpoint's product features allow our customers to comply with GDPR requirements such as responding to data subjects' requests.

- Proofpoint Email Protection & the GDPR
- Proofpoint Targeted Attack Protection (TAP) & the GDPR
- Proofpoint Information Archive & the GDPR

WE ARE IN THIS TOGETHER

Proofpoint understands it is a shared responsibility with our customers to safeguard and protect personal data. Our Information Protection products are designed to protect and secure people and data in the enterprise. Proofpoint products protect people who may be responsible for or have access to GDPR personal data or to protect and secure GDPR personal data, whether in motion and at rest. For example: Our [Targeted Attack Protection product](#) and our [Email Fraud Defense product](#) protect customers from two of the primary attacks by which personal data can be stolen from an enterprise, i.e., via credential phishing and via business email compromise. Our [email DLP product](#) allows our customer to detect the existence of any GDPR specific personal data in an outbound email and take appropriate actions to mitigate the risk. Our [Data Discover product](#) automates the discovery of personal data and helps identify the existence of sensitive data at rest.

We place great importance in helping our customers understand their GDPR compliance responsibilities. In the next few weeks Proofpoint will be publishing a Trust webpage with educational modules describing the principles of GDPR.

Information about Proofpoint's operational, procedural and technical safeguards is also available to our customers. If you have any questions, please contact Proofpoint's Data Protection Team privacy@proofpoint.com.

We look forward to assisting you in your GDPR compliance efforts. Please check back on the Proofpoint Trust website for additional information about Proofpoint and the GDPR.

ABOUT PROOFPOINT

Proofpoint, Inc. (NASDAQ:PFPT), a next-generation cybersecurity company, enables organizations to protect the way their people work today from advanced threats and compliance risks. Proofpoint helps cybersecurity professionals protect their users from the advanced attacks that target them (via email, mobile apps, and social media), protect the critical information people create, and equip their teams with the right intelligence and tools to respond quickly when things go wrong. Leading organizations of all sizes, including over 50 percent of the Fortune 100, rely on Proofpoint solutions, which are built for today's mobile and social-enabled IT environments and leverage both the power of the cloud and a big-data-driven analytics platform to combat modern advanced threats. www.proofpoint.com ©Proofpoint, Inc. Proofpoint is a trademark of Proofpoint, Inc. in the United States and other countries. All other trademarks contained herein are property of their respective owners.

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