



# MindManager®

## MindManager Cloud Services Data Security & Architecture

Presented by MindManager Product Management, Engineering, & Operations  
September 9, 2020

## MindManager Cloud Services Overview

MindManager Cloud Services allow users to increase productivity by extending the ability to collaborate, collect and share. MindManager Cloud Services also provides the user an ability to manage their licenses and accounts.

Not all MindManager Cloud Services are included in all products or product bundles. Please refer to the offer bundle descriptions for more information on which bundles contain which services.

MindManager Cloud services include the following components that are **mandatory** for operation of all MindManager software and cloud services:

- MindManager Account
- MindManager License Validation

MindManager Cloud services include the following components that are **optional** and may or may not be available depending on the product you are using, your purchased license(s), and/or deployment configuration:

- MindManager License Administration Portal
- MindManager for Microsoft Teams
- MindManager Snap
- MindManager Publishing
- MindManager Co-editing
- 3<sup>rd</sup> Party File Browser
- Zapier Integration
- HTML5 Export Template Updater
- Single Sign-on

## MindManager Cloud Service Availability

The below table provides information about which Cloud services are available through MindManager's different products, devices, and platforms.

<i>Product</i>	<i>Device / Platform(s)</i>	<i>Available MindManager Cloud Services</i>
<i>MindManager Windows</i>	PC / Windows	<ul style="list-style-type: none"> <li>• MindManager Account</li> <li>• MindManager License Validation</li> <li>• MindManager Snap</li> <li>• MindManager Publishing</li> <li>• MindManager Co-editing</li> <li>• Zapier Integration</li> <li>• HTML5 Export Template Updater</li> <li>• Single Sign-on</li> </ul>
<i>MindManager Mac</i>	Mac / MacOS	<ul style="list-style-type: none"> <li>• MindManager Account</li> <li>• MindManager License Validation</li> <li>• MindManager Snap</li> <li>• MindManager Publishing</li> <li>• HTML5 Export Template Updater</li> <li>• Single Sign-on</li> </ul>
<i>MindManager Go</i>	Mobile Devices / iOS & Android	<ul style="list-style-type: none"> <li>• MindManager Account</li> <li>• MindManager License Validation</li> <li>• 3<sup>rd</sup> Party File Browser (All 3<sup>rd</sup> parties, View Only Access)</li> <li>• MindManager Snap</li> <li>• Single Sign-on</li> </ul>
<i>MindManager for Microsoft Teams</i>	PC & Mac / Windows & MacOS	<ul style="list-style-type: none"> <li>• MindManager Account</li> <li>• MindManager License Validation</li> <li>• MindManager for Microsoft Teams</li> <li>• 3<sup>rd</sup> Party File Browser (SharePoint Only, read/write access)</li> <li>• MindManager Snap</li> <li>• MindManager Publishing</li> <li>• Single Sign-on</li> </ul>
<i>MindManager Snap Desktop App</i>	PC / Windows	<ul style="list-style-type: none"> <li>• MindManager Account</li> <li>• MindManager License Validation</li> <li>• MindManager Snap</li> <li>• Single Sign-on</li> </ul>
<i>MindManager Snap Browser Extension</i>	PC & Mac / Chrome Browser	<ul style="list-style-type: none"> <li>• MindManager Account</li> <li>• MindManager License Validation</li> <li>• MindManager Snap</li> <li>• Single Sign-on</li> </ul>



<i>MindManager License Administration Portal</i>	PC & Mac / Chrome, Edge, & Firefox Browsers	<ul style="list-style-type: none"><li>• MindManager Account</li><li>• MindManager License Validation</li><li>• MindManager License Administration Portal</li><li>• Single Sign-on</li></ul>
<i>MindManager Reader</i>	PC & Mac / Windows & MacOS	<ul style="list-style-type: none"><li>• 3<sup>rd</sup> Party File Browser (All 3<sup>rd</sup> parties, View Only Access)</li></ul>

## MindManager Cloud Service Details

The following information is provided to help IT administrators better understand the technologies and security features used in MindManager Cloud Services. Each service is detailed below providing everything you need to make your decision about whether to use MindManager Cloud Services for your business. The information provided can also be used to whitelist MindManager Cloud services in a closed or limited access network.

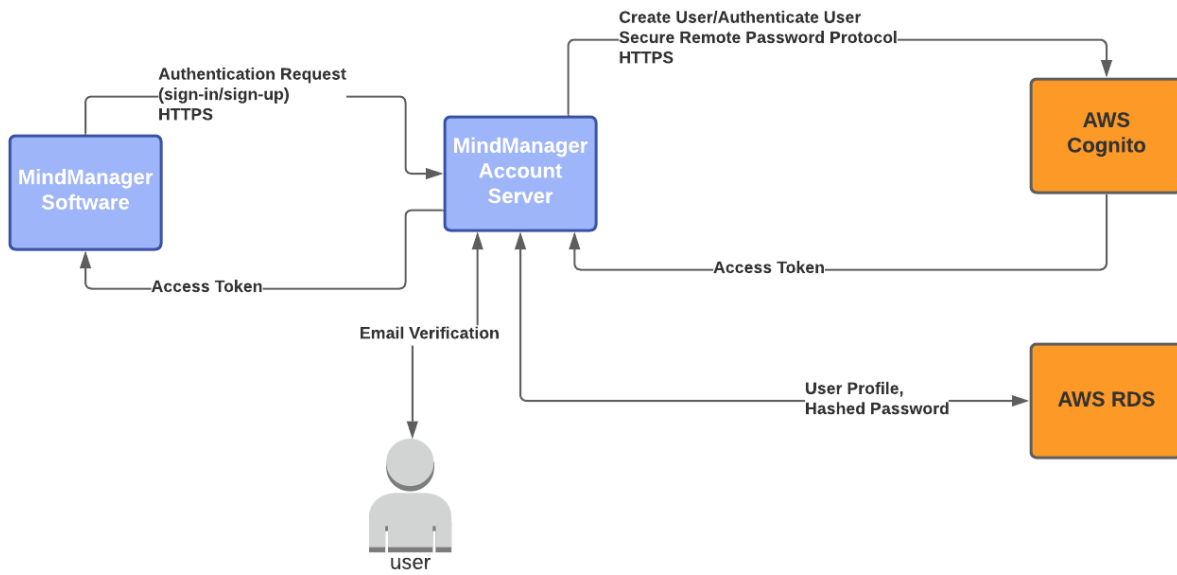
### MindManager Account

#### Required Service

A MindManager Account is required for each user of the MindManager software. The Account facilitates the validation of the services for each user and ensures that any data the user shares with the MindManager Cloud Services is owned, controlled and visible only to that user, unless the user selects to share that data with others.

<i>Category</i>	<i>Applicable?</i>	<i>Details</i>
<i>Personal Data</i>	Yes	<p>Email, Password, First Name, Last Name, Public IP Address (stored in logs for 30 days)</p> <p>Passwords are managed using the Secure Remote Password (SRP) Protocol between MindManager servers and AWS Cognito. Additionally, hashed passwords are stored in Amazon Web Services (AWS) RDS using the bcrypt \$2b\$ hash algorithm with 10 salt rounds and encrypted using AES-256.</p> <p>For customers using our Single Sign-on solution, passwords are not shared with MindManager, they are managed by your Identity Provider.</p>
<i>Data Location</i>	Yes	AWS Frankfurt
<i>Data In Transit</i>	Yes	<p>Data is encrypted in transit between the end user client and MindManager servers through HTTPS and TLS.</p> <p>The TLS process uses asymmetric keys to secretly agree on a symmetric key that is then used by both the client and MindManager server to exchange encrypted information for the duration of the data transfer session.</p>
<i>Data In Process</i>	No	
<i>Data At Rest</i>	Yes	<p>Data at rest is stored in Amazon Web Services (AWS) RDS (in a MySQL database)</p> <p>Data in RDS is encrypted using AES-256 and bcrypt \$2b\$ hash algorithm with 10 salt rounds where applicable.</p>

<i>Data Separation</i>	Yes	<p>Keys are securely managed by Amazon Web Services (AWS) Key Management Service which includes features like periodic rotation and storage of keys in separate locations. All external access is through TLS.</p> <p>Data is separated by a multi-tenant environment. Each tenant is identified by ID and all data is separated based on tenant ID.</p>
<i>Ports Used</i>	Yes	443
<i>URLs Used</i>	Yes	<p><a href="https://cloud.mindjet.com">https://cloud.mindjet.com</a></p> <p><a href="https://cloud.mindmanager.com">https://cloud.mindmanager.com</a></p> <p><a href="https://login.mindmanager.com">https://login.mindmanager.com</a></p> <p><a href="https://prd-cloud-mindmanger.auth.eu-central-1.amazonaws.com/">https://prd-cloud-mindmanger.auth.eu-central-1.amazonaws.com/</a></p>
<i>Third-Party Providers</i>	Yes	<p>Amazon Web Services (AWS) RDS: handles database data stored at rest</p> <p>Amazon Web Services (AWS) Cognito: handles standard user authentication and optional single sign-on user authentication via the customer's desired authentication provider (Microsoft Azure, Google GSuite, Active Directory, etc.)</p> <p>Sendgrid: handles transactional emails (EG forgot password for non-SSO users, email verification, etc)</p>
<i>Audits &amp; Certifications</i>	Yes	<p>As of September 2020 MindManager Cloud Services, has completed the SOC 2 type 1 assessment, with no exceptions noted. The auditing company for SOC 2 Type 1 is Eide Bailey.</p> <p>SOC 2 Type 2 assessment is planned for 2021. For more information about SOC 2 see: <a href="#">SOC 2 Details</a></p> <p>More about the compliances that come from our Amazon Web Services (AWS) implementation can be found at <a href="https://aws.amazon.com/compliance/programs/">https://aws.amazon.com/compliance/programs/</a>.</p> <p>Amazon Web Services (AWS) Cognito has the following certifications: <a href="#">HIPAA</a> eligible and <a href="#">PCI DSS</a>, <a href="#">SOC</a>, and <a href="#">ISO/IEC 27001</a>, <a href="#">ISO/IEC 27017</a>, <a href="#">ISO/IEC 27018</a>, and <a href="#">ISO 9001</a> compliant.</p>



## MindManager License Validation

### Required Service

MindManager Licence Validation ensures the user is in compliance with the terms of their license agreement and/or contract. Users must connect to an online server when using MindManager products to validate their **MindManager account** has a valid license to use the associated product.

<i>Category</i>	<i>Applicable?</i>	<i>Details</i>
<i>Personal Data</i>	Yes	MindManager Account Information (see above) Customer address, license key(s), purchased product(s), number of license(s) purchased
<i>Data Location</i>	Yes	AWS Frankfurt
<i>Data In Transit</i>	Yes	Data is encrypted in transit between the end user client and MindManager servers through HTTPS and TLS. The TLS process uses asymmetric keys to secretly agree on a symmetric key that is then used by both the client and MindManager server to exchange encrypted information for the duration of the data transfer session
<i>Data In Process</i>	No	
<i>Data At Rest</i>	Yes	Data at rest is stored in Amazon Web Services (AWS) RDS (in a MySQL database) Data in RDS is encrypted using AES-256 Keys are securely managed by Amazon Web Services (AWS) Key Management Service which includes features like periodic rotation and storage of keys in separate locations. All external access is through TLS
<i>Data Separation</i>	Yes	Data is separated by a multi-tenant environment. Each tenant is identified by ID and all data is separated based on tenant ID.
<i>Ports Used</i>	Yes	443
<i>URLs Used</i>	Yes	<a href="https://cloud.mindjet.com">https://cloud.mindjet.com</a> <a href="https://cloud.mindmanager.com">https://cloud.mindmanager.com</a> <a href="https://login.mindmanager.com">https://login.mindmanager.com</a> <a href="https://prd-cloud-mindmanger.auth.eu-central-1.amazoncognito.com/">https://prd-cloud-mindmanger.auth.eu-central-1.amazoncognito.com/</a>
<i>Third-Party Providers</i>	Yes	Amazon Web Services (AWS) RDS: handles database data stored at rest Amazon Web Services (AWS) Cognito: handles standard user authentication and optional single sign-on user authentication via the customer's desired authentication provider (Microsoft Azure, Google Gsuite, Active Directory, etc.)



**Audits & Certifications**

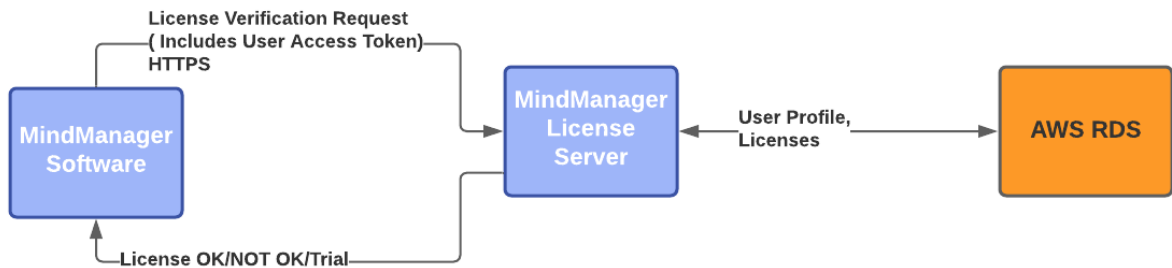
Yes

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SOC 2 Type 2 assessment is planned for 2021.  
For more information about SOC 2 see: [SOC 2 Details](#)

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## MindManager License Administration Portal

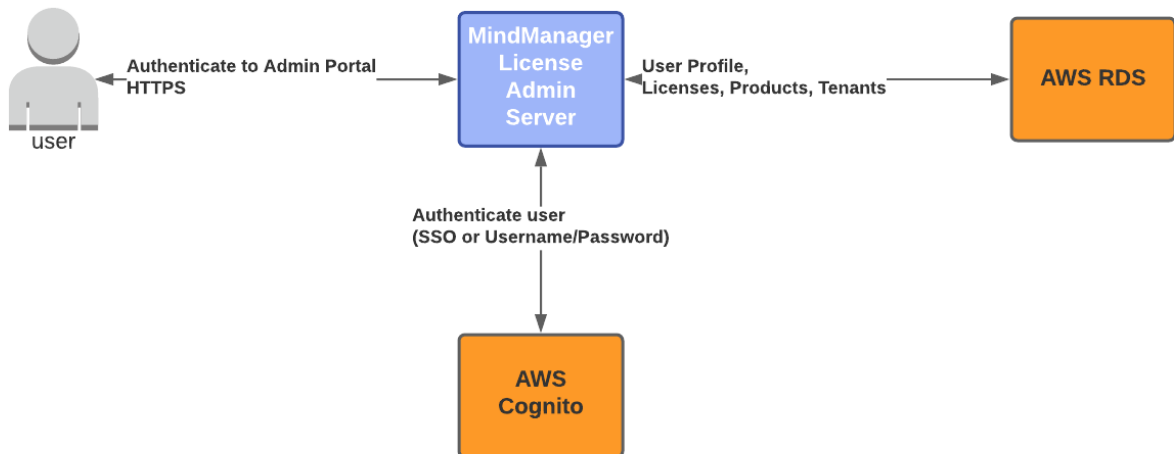
### Optional Service

The MindManager License Administration Portal allows the customers to administrate MindManager licenses including but not limited to viewing license keys, viewing number of used and available seats, viewing which users can use a license, and adding or removing users who can use a license.

<i>Category</i>	<i>Applicable?</i>	<i>Details</i>
<i>Personal Data</i>	Yes	MindManager Account Information (see above) license key(s), purchased product(s), number of license(s) purchased, email addresses of users who can use each purchased license seat
<i>Data Location</i>	Yes	AWS Frankfurt
<i>Data In Transit</i>	Yes	Data is encrypted in transit between the end user client and MindManager servers through HTTPS and TLS. The TLS process uses asymmetric keys to secretly agree on a symmetric key that is then used by both the client and MindManager server to exchange encrypted information for the duration of the data transfer session
<i>Data In Process</i>	No	
<i>Data At Rest</i>	Yes	Data at rest is stored in Amazon Web Services (AWS) RDS (in a MySQL database) Data in RDS is encrypted using AES-256 Keys are securely managed by Amazon Web Services (AWS) Key Management Service which includes features like periodic rotation and storage of keys in separate locations. All external access is through TLS.
<i>Data Separation</i>	Yes	Data is separated by a multi-tenant environment. Each tenant is identified by ID and all data is separated based on tenant ID.
<i>Ports Used</i>	Yes	443
<i>URLs Used</i>	Yes	<a href="https://cloud.mindjet.com">https://cloud.mindjet.com</a> <a href="https://cloud.mindmanager.com">https://cloud.mindmanager.com</a> <a href="https://login.mindmanager.com">https://login.mindmanager.com</a> <a href="https://prd-cloud-mindmanger.auth.eu-central-1.amazonaws.com/">https://prd-cloud-mindmanger.auth.eu-central-1.amazonaws.com/</a>
<i>Third-Party Providers</i>	Yes	Amazon Web Services (AWS) RDS: handles database data stored at rest Amazon Web Services (AWS) Cognito: handles standard user authentication and optional single sign-on user authentication via the customer's desired authentication provider (Microsoft Azure, Google Gsuite, Active Directory, etc.)

**Audits & Certifications**

Sendgrid: handles transactional emails (EG license granted or revoked, seat overage, etc)
<p>Yes</p> <p>As of September 2020 MindManager Cloud Services, has completed the SOC 2 type 1 assessment, with no exceptions noted. The auditing company for SOC 2 Type 1 is Eide Bailey.</p> <p>SOC 2 Type 2 assessment is planned for 2021. For more information about SOC 2 see: <a href="#">SOC 2 Details</a></p> <p>More about the compliances that come from our Amazon Web Services (AWS) implementation can be found at <a href="https://aws.amazon.com/compliance/programs/">https://aws.amazon.com/compliance/programs/</a>.</p> <p>Amazon Web Services (AWS) Cognito has the following certifications: <a href="#">HIPAA</a> eligible and <a href="#">PCI DSS</a>, <a href="#">SOC</a>, and <a href="#">ISO/IEC 27001</a>, <a href="#">ISO/IEC 27017</a>, <a href="#">ISO/IEC 27018</a>, and <a href="#">ISO 9001</a> compliant.</p>



## MindManager For Microsoft Teams

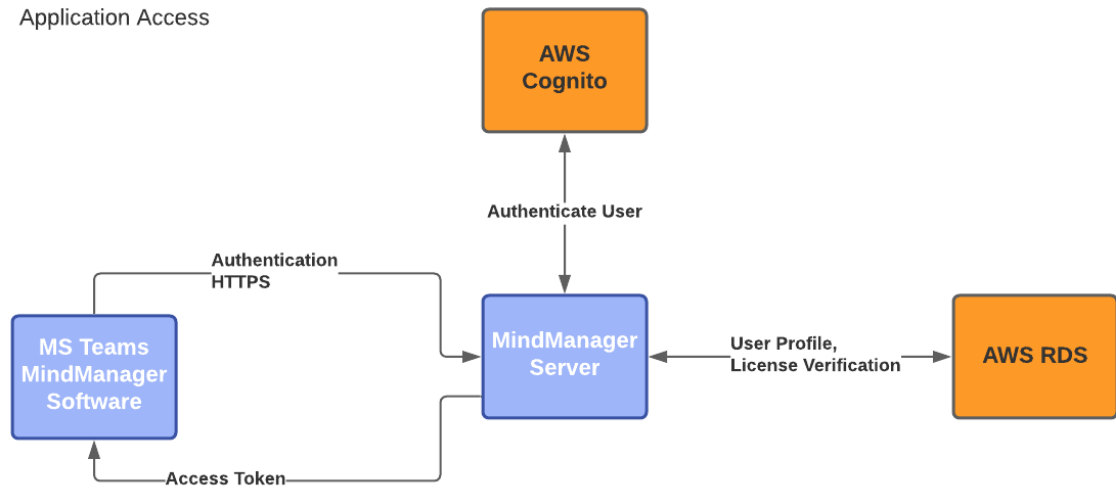
### Optional Service

MindManager for Microsoft Teams is a stand-alone application that can be installed in a Microsoft Teams instance. The application allows users with the appropriate license to create, open, edit, co-edit, and save MindManager files in Microsoft Teams.

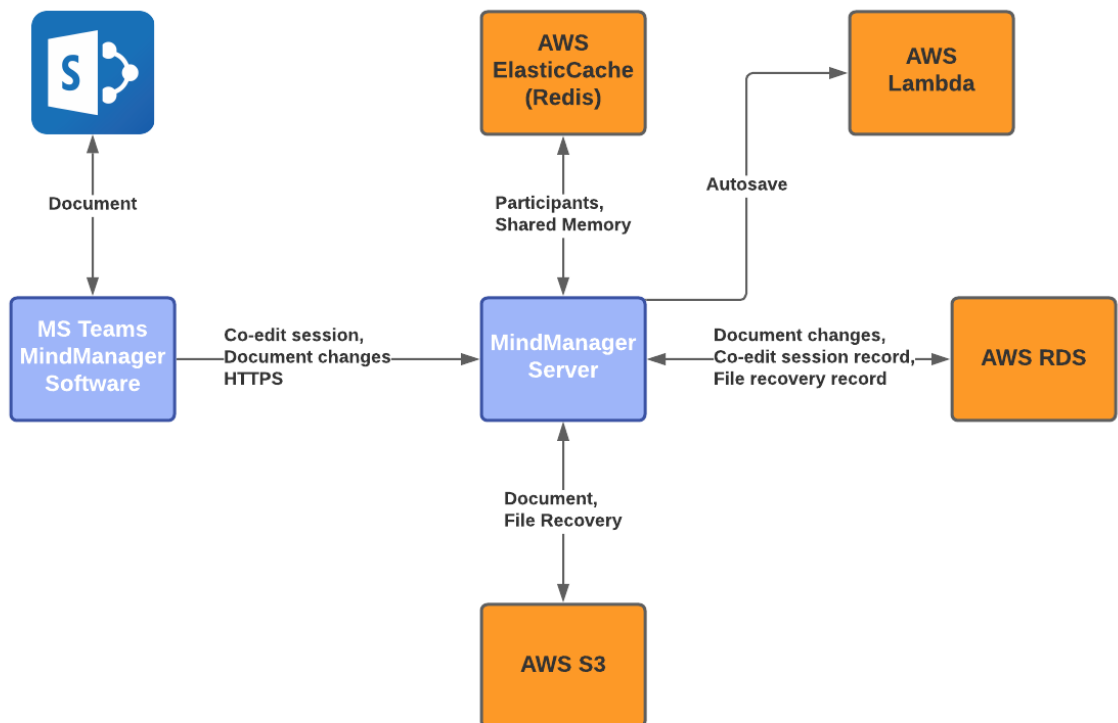
<i>Category</i>	<i>Applicable?</i>	<i>Details</i>
<i>Personal Data</i>	Yes	MindManager Account Information (see above)  MindManager file content is temporarily stored on MindManager servers while editing and co-editing files, afterward it is saved back to the original storage location (SharePoint) and deleted from MindManager servers unless there was a problem saving it back to the original location, see data at rest section for details.
<i>Data Location</i>	Yes	AWS Frankfurt
<i>Data In Transit</i>	Yes	Data is encrypted in transit between the end user client and MindManager servers through HTTPS and TLS. The TLS process uses asymmetric keys to secretly agree on a symmetric key that is then used by both the client and MindManager server to exchange encrypted information for the duration of the data transfer session
<i>Data In Process</i>	Yes	Data in Process (while an editing or co-editing session is in progress) is stored in Amazon Web Services (AWS) Redis, Lambda, S3, and RDS. Data in Redis, Lambda, S3, and RDS is encrypted using AES-256. Keys are securely managed by Amazon Web Services (AWS) Key Management Service which includes features like periodic rotation and storage of keys in separate locations. All external access is through TLS.
<i>Data At Rest</i>	Yes	Data in RDS is encrypted using AES-256 and bcrypt \$2b\$ hash algorithm with 10 salt rounds where applicable. Keys are securely managed by Amazon Web Services (AWS) Key Management Service which includes features like periodic rotation and storage of keys in separate locations. All external access is through TLS.  File data is sometimes stored at rest in Amazon Web Services (AWS) S3. File data is stored at rest for the MindManager for Microsoft Teams app when there is a problem saving the MindManager file with changes from the editing session back to the original cloud storage location, all data stored at

		rest for this service is automatically deleted after 7 days, after the file is successfully saved back to the provider, or when the user opts to delete it, whichever occurs first
		Data in S3 is encrypted using AES-256 Keys are securely managed by Amazon Web Services (AWS) Key Management Service which includes features like periodic rotation and storage of keys in separate locations. All external access is through TLS.
<b>Data Separation</b>	Yes	Data is separated by a multi-tenant environment. Each tenant is identified by ID and all data is separated based on tenant ID.
<b>Ports Used</b>	Yes	443
<b>URLs Used</b>	Yes	<a href="https://cloud.mindjet.com">https://cloud.mindjet.com</a> <a href="https://cloud.mindmanager.com">https://cloud.mindmanager.com</a> <a href="https://login.mindmanager.com">https://login.mindmanager.com</a> <a href="https://prd-cloud-mindmanger.auth.eu-central-1.amazoncognito.com/">https://prd-cloud-mindmanger.auth.eu-central-1.amazoncognito.com/</a>
<b>Third-Party Providers</b>	Yes	Amazon Web Services (AWS) Redis: handles data in process AWS Lambda: handles data in process and transit Amazon Web Services (AWS) RDS: handles database data stored at rest Amazon Web Services (AWS) S3: handles file data stored at rest (only if needed) Amazon Web Services (AWS) Cognito: handles standard user authentication and optional single sign-on user authentication via the customer's desired authentication provider (Microsoft Azure, Google Gsuite, Active Directory, etc.)
<b>Audits &amp; Certifications</b>	Yes	As of September 2020 MindManager Cloud Services, has completed the SOC 2 type 1 assessment, with no exceptions noted. The auditing company for SOC 2 Type 1 is Eide Bailey.  SOC 2 Type 2 assessment is planned for 2021. For more information about SOC 2 see: <a href="#">SOC 2 Details</a>  More about the compliances that come from our Amazon Web Services (AWS) implementation can be found at <a href="https://aws.amazon.com/compliance/programs/">https://aws.amazon.com/compliance/programs/</a> .  Amazon Web Services (AWS) Cognito has the following certifications: <a href="#">HIPAA</a> eligible and <a href="#">PCI DSS</a> , <a href="#">SOC</a> , and <a href="#">ISO/IEC 27001</a> , <a href="#">ISO/IEC 27017</a> , <a href="#">ISO/IEC 27018</a> , and <a href="#">ISO 9001</a> compliant.

Application Access



Document Editing (Co-editing)



## MindManager Snap

### Optional Service

MindManager Snap allows customers to quickly capture notes, links, and photos from the desktop, browser, or mobile device for later organization or use within MindManager software.

<i>Category</i>	<i>Applicable?</i>	<i>Details</i>
<i>Personal Data</i>	Yes	MindManager Account Information (see above)  Notes, links, photos and/or other content sent to MindManager Snap
<i>Data Location</i>	Yes	AWS Frankfurt
<i>Data In Transit</i>	Yes	Data is encrypted in transit between the end user client and MindManager servers through HTTPS and TLS. The TLS process uses asymmetric keys to secretly agree on a symmetric key that is then used by both the client and MindManager server to exchange encrypted information for the duration of the data transfer session
<i>Data In Process</i>	No	
<i>Data At Rest</i>	Yes	Data at rest is stored in Amazon Web Services (AWS) RDS (in a MySQL database) and S3. Data in RDS and S3 is encrypted using AES-256. Keys are securely managed by Amazon Web Services (AWS) Key Management Service which includes features like periodic rotation and storage of keys in separate locations. All external access is through TLS.
<i>Data Separation</i>	Yes	Data is separated by a multi-tenant environment. Each tenant is identified by ID and all data is separated based on tenant ID.
<i>Ports Used</i>	Yes	443
<i>URLs Used</i>	Yes	<a href="https://cloud.mindjet.com">https://cloud.mindjet.com</a> <a href="https://cloud.mindmanager.com">https://cloud.mindmanager.com</a> <a href="https://login.mindmanager.com">https://login.mindmanager.com</a> <a href="https://prd-cloud-mindmanger.auth.eu-central-1.amazonaws.com/">https://prd-cloud-mindmanger.auth.eu-central-1.amazonaws.com/</a>
<i>Third-Party Providers</i>	Yes	Amazon Web Services (AWS) RDS: handles database data stored at rest Amazon Web Services (AWS) S3: handles file data stored at rest Amazon Web Services (AWS) Cognito: handles standard user authentication and optional single sign-on user authentication via the customer's desired authentication provider (Microsoft Azure, Google Gsuite, Active Directory, etc.)

**Audits & Certifications**

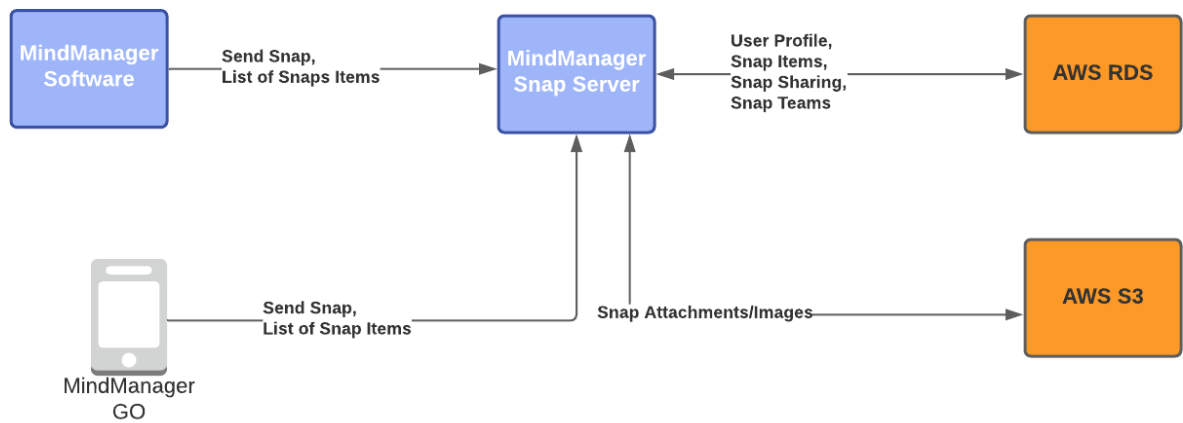
Yes

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## MindManager Publishing

### Optional Service

MindManager Publishing allows customers to easily publish MindManager content to the internet for sharing with others. Published content is accessible at a unique URL known only to the publisher.

<i>Category</i>	<i>Applicable?</i>	<i>Details</i>
<i>Personal Data</i>	Yes	MindManager Account Information (see above)
<i>Data Location</i>	Yes	Published MindManager file content The publishing user can choose between AWS Frankfurt or AWS US East
<i>Data In Transit</i>	Yes	Data is encrypted in transit between the end user client and MindManager servers through HTTPS and TLS. The TLS process uses asymmetric keys to secretly agree on a symmetric key that is then used by both the client and MindManager server to exchange encrypted information for the duration of the data transfer session
<i>Data In Process</i>	No	
<i>Data At Rest</i>	Yes	Data at rest is stored in Amazon Web Services (AWS) RDS (in a MySQL database) and S3. Data in RDS and S3 is encrypted using AES-256. Keys are securely managed by Amazon Web Services (AWS) Web Services (AWS) Key Management Service which includes features like periodic rotation and storage of keys in separate locations. All external access is through TLS.
<i>Data Separation</i>	Yes	Data is separated by a multi-tenant environment. Each tenant is identified by ID and all data is separated based on tenant ID.
<i>Ports Used</i>	Yes	443
<i>URLs Used</i>	Yes	<a href="https://cloud.mindjet.com">https://cloud.mindjet.com</a> <a href="https://cloud.mindmanager.com">https://cloud.mindmanager.com</a> <a href="https://share.mindmanager.com">https://share.mindmanager.com</a> <a href="https://login.mindmanager.com">https://login.mindmanager.com</a> <a href="https://prd-cloud-mindmanger.auth.eu-central-1.amazonaws.com/">https://prd-cloud-mindmanger.auth.eu-central-1.amazonaws.com/</a>
<i>Third-Party Providers</i>	Yes	Amazon Web Services (AWS) RDS: handles database data stored at rest Amazon Web Services (AWS) S3: handles file data stored at rest Amazon Web Services (AWS) Cognito: handles standard user authentication and optional single sign-on user authentication via the customer's desired authentication

**Audits & Certifications**

Yes

provider (Microsoft Azure, Google Gsuite, Active Directory, etc.)

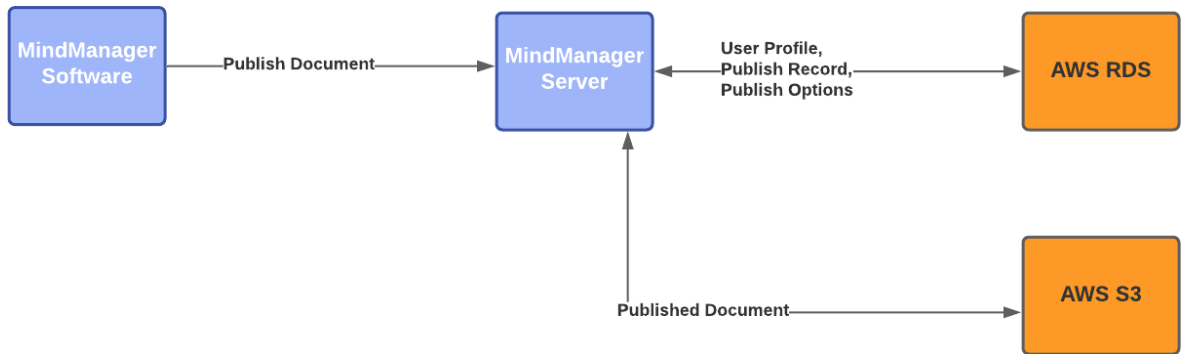
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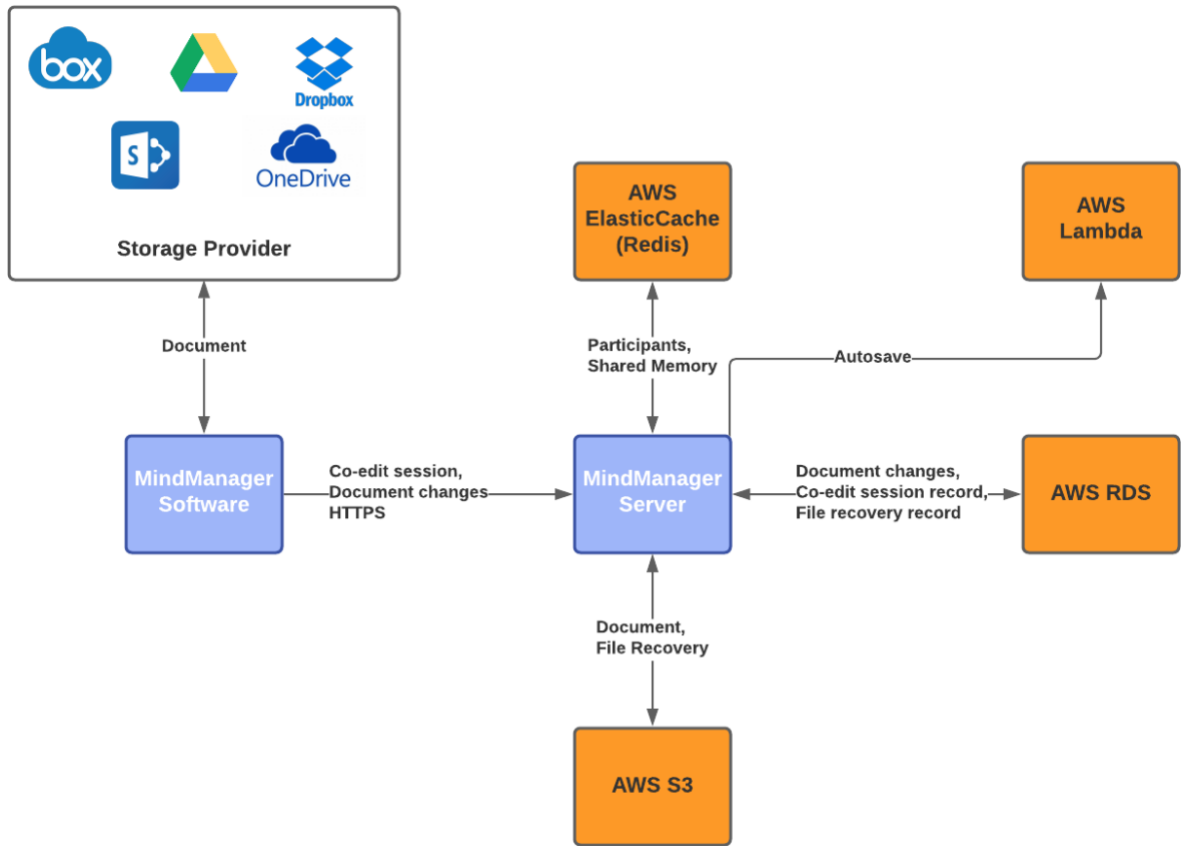
## MindManager Co-Editing

### Optional Service

MindManager Co-Editing allows multi-user real-time editing on files stored in Microsoft SharePoint, OneDrive, Google Drive, Dropbox, or Box.

<i>Category</i>	<i>Applicable?</i>	<i>Details</i>
<i>Personal Data</i>	Yes	<p>MindManager Account Information (see above), 3<sup>rd</sup> Party Storage Access Tokens</p> <p>MindManager file content is temporarily stored on MindManager servers while co-editing files, afterward it is saved back to the original storage location and deleted from MindManager servers unless there was a problem saving it back to the original location, see data at rest section for details.</p>
<i>Data Location</i>	Yes	AWS Frankfurt
<i>Data In Transit</i>	Yes	<p>Data is encrypted in transit between the end user client and MindManager servers through HTTPS and TLS.</p> <p>The TLS process uses asymmetric keys to secretly agree on a symmetric key that is then used by both the client and MindManager server to exchange encrypted information for the duration of the data transfer session</p>
<i>Data In Process</i>	Yes	<p>Data in Process (while a co-editing session is in progress) is stored in Amazon Web Services (AWS) Redis, Lambda, S3, and RDS.</p> <p>Data in Redis, Lambda, S3, and RDS is encrypted using AES-256.</p> <p>Keys are securely managed by Amazon Web Services (AWS) Key Management Service which includes features like periodic rotation and storage of keys in separate locations. All external access is through TLS.</p>
<i>Data At Rest</i>	Yes	<p>Data in RDS is encrypted using AES-256 and bcrypt \$2b\$ hash algorithm with 10 salt rounds where applicable. Keys are securely managed by Amazon Web Services (AWS) Key Management Service which includes features like periodic rotation and storage of keys in separate locations. All external access is through TLS.</p> <p>File data is sometimes stored at rest in Amazon Web Services (AWS) S3.</p> <p>File data is stored at rest for the co-editing service when there is a problem saving the MindManager file with changes from the co-editing session back to the original cloud storage location, all data stored at rest for this service</p>

		<p>is automatically deleted after 7 days, after the file is successfully saved back to the provider, or when the user opts to delete it, whichever occurs first.</p> <p>File data in S3 is encrypted using AES-256. Keys are securely managed by Amazon Web Services (AWS) Key Management Service which includes features like periodic rotation and storage of keys in separate locations. All external access is through TLS.</p>
<b>Data Separation</b>	Yes	Data is separated by a multi-tenant environment. Each tenant is identified by ID and all data is separated based on tenant ID.
<b>Ports Used</b>	Yes	443
<b>URLs Used</b>	Yes	<a href="https://cloud.mindjet.com">https://cloud.mindjet.com</a> <a href="https://cloud.mindmanager.com">https://cloud.mindmanager.com</a> <a href="https://login.mindmanager.com">https://login.mindmanager.com</a> <a href="https://prd-cloud-mindmanger.auth.eu-central-1.amazonaws.com/">https://prd-cloud-mindmanger.auth.eu-central-1.amazonaws.com/</a>
<b>Third-Party Providers</b>	Yes	<p>Amazon Web Services (AWS) Redis: handles data in process</p> <p>Amazon Web Services (AWS Lambda: handles data in process and transit</p> <p>Amazon Web Services (AWS) RDS: handles database data stored at rest</p> <p>Amazon Web Services (AWS) S3: handles file data stored at rest (only in event of error)</p> <p>Amazon Web Services (AWS) Cognito: handles standard user authentication and optional single sign-on user authentication via the customer's desired authentication provider (Microsoft Azure, Google Gsuite, Active Directory, etc.)</p>
<b>Audits &amp; Certifications</b>	Yes	<p>As of September 2020 MindManager Cloud Services, has completed the SOC 2 type 1 assessment, with no exceptions noted. The auditing company for SOC 2 Type 1 is Eide Bailey.</p> <p>SOC 2 Type 2 assessment is planned for 2021.</p> <p>For more information about SOC 2 see: <a href="#">SOC 2 Details</a></p> <p>More about the compliances that come from our Amazon Web Services (AWS) implementation can be found at <a href="https://aws.amazon.com/compliance/programs/">https://aws.amazon.com/compliance/programs/</a>.</p> <p>Amazon Web Services (AWS) Cognito has the following certifications: <a href="#">HIPAA</a> eligible and <a href="#">PCI DSS</a>, <a href="#">SOC</a>, and <a href="#">ISO/IEC 27001</a>, <a href="#">ISO/IEC 27017</a>, <a href="#">ISO/IEC 27018</a>, and <a href="#">ISO 9001</a> compliant.</p>



## 3<sup>rd</sup> Party File Browser

### Optional Service

The 3<sup>rd</sup> Party File Browser allows users to view, open, and save files to and from 3<sup>rd</sup> party cloud storage services.

Some products require view access only, while others require read/write access.

Supported services include Microsoft SharePoint, Microsoft OneDrive, Google Drive, Dropbox, and Box. Users must grant permission for MindManager Cloud Services to connect and access files in their chosen 3<sup>rd</sup> party storage provider.

<i>Category</i>	<i>Applicable?</i>	<i>Details</i>
<i>Personal Data</i>	Yes	3 <sup>rd</sup> Party Storage Access Tokens
<i>Data Location</i>	No	
<i>Data In Transit</i>	Yes	Data is encrypted in transit between the end user client and MindManager servers through HTTPS and TLS. The TLS process uses asymmetric keys to secretly agree on a symmetric key that is then used by both the client and MindManager server to exchange encrypted information for the duration of the data transfer session
<i>Data In Process</i>	No	
<i>Data At Rest</i>	Yes	File data at rest is managed by your 3 <sup>rd</sup> party provider, it is NOT stored in MindManager Cloud Services.  User data associated with permissions is stored at rest in Amazon Web Services (AWS) RDS (in a MySQL database) Data in RDS is encrypted using AES-256 and bcrypt \$2b\$ hash algorithm with 10 salt rounds where applicable. Keys are securely managed by Amazon Web Services (AWS) Key Management Service which includes features like periodic rotation and storage of keys in separate locations. All external access is through TLS.
<i>Data Separation</i>	Yes	Data is separated by a multi-tenant environment. Each tenant is identified by ID and all data is separated based on tenant ID.
<i>Ports Used</i>	Yes	443
<i>URLs Used</i>	No	
<i>Third-Party Providers</i>	Yes	Amazon Web Services (AWS) RDS: handles database data stored at rest  Microsoft SharePoint, Microsoft OneDrive, Google Drive, Dropbox, and Box. Refer to your 3 <sup>rd</sup> party cloud storage provider for details.

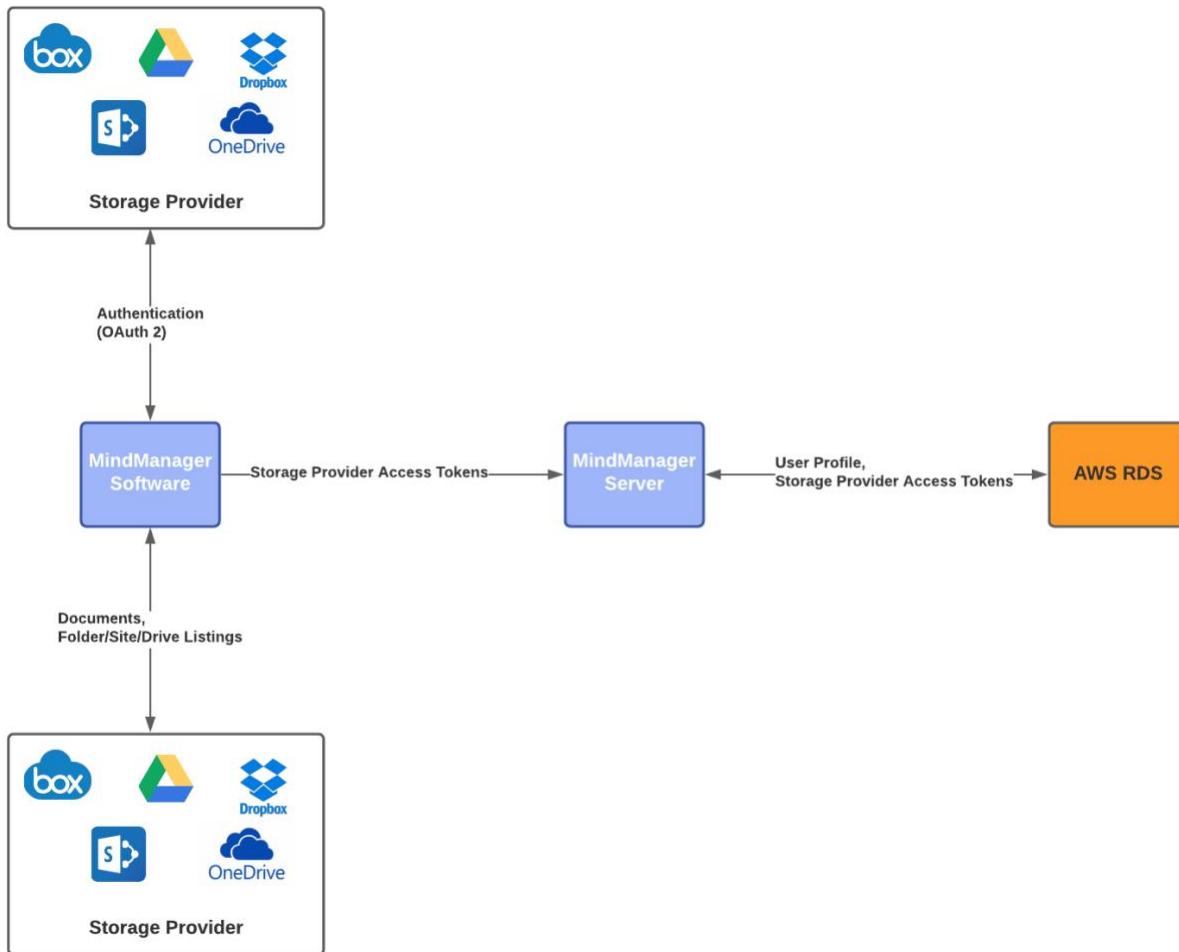
**Audits & Certifications**

Yes

As of September 2020 MindManager Cloud Services, has completed the SOC 2 type 1 assessment, with no exceptions noted. The auditing company for SOC 2 Type 1 is Eide Bailey.

SOC 2 Type 2 assessment is planned for 2021.  
For more information about SOC 2 see: [SOC 2 Details](#)

More about the compliances that come from our Amazon Web Services (AWS) implementation can be found at <https://aws.amazon.com/compliance/programs/>.



## Zapier Integration

### Optional Service

The Zapier Integration allows users to send MindManager content to and from the Zapier service which can be used to integrate with a wide array of third-party services.

<i>Category</i>	<i>Applicable?</i>	<i>Details</i>
<i>Personal Data</i>	Yes	MindManager Account Information (see above)  Content sent to MindManager from Zapier remains on MindManager servers until it is downloaded in MindManager. Content sent from MindManager to Zapier is removed from MindManager servers after successfully being sent to Zapier.
<i>Data Location</i>	Yes	AWS Frankfurt
<i>Data In Transit</i>	Yes	Data is encrypted in transit between the end user client and MindManager servers through HTTPS and TLS. The TLS process uses asymmetric keys to secretly agree on a symmetric key that is then used by both the client and MindManager server to exchange encrypted information for the duration of the data transfer session
<i>Data In Process</i>	No	
<i>Data At Rest</i>	Yes	Data at rest is stored in Amazon Web Services (AWS) RDS (in a MySQL database) Data in RDS is encrypted using AES-256. Keys are securely managed by Amazon Web Services (AWS) Key Management Service which includes features like periodic rotation and storage of keys in separate locations. All external access is through TLS.
<i>Data Separation</i>	Yes	Data is separated by a multi-tenant environment. Each tenant is identified by ID and all data is separated based on tenant ID.
<i>Ports Used</i>	Yes	443
<i>URLs Used</i>	Yes	<a href="https://cloud.mindjet.com">https://cloud.mindjet.com</a> <a href="https://cloud.mindmanager.com">https://cloud.mindmanager.com</a> <a href="https://login.mindmanager.com">https://login.mindmanager.com</a> <a href="https://prd-cloud-mindmanger.auth.eu-central-1.amazonaws.com/">https://prd-cloud-mindmanger.auth.eu-central-1.amazonaws.com/</a>
<i>Third-Party Providers</i>	Yes	Amazon Web Services (AWS) RDS: handles database data stored at rest Amazon Web Services (AWS) Cognito: handles standard user authentication and optional single sign-on user authentication via the customer's desired authentication



**Audits & Certifications**

Yes

provider (Microsoft Azure, Google Gsuite, Active Directory, etc.)

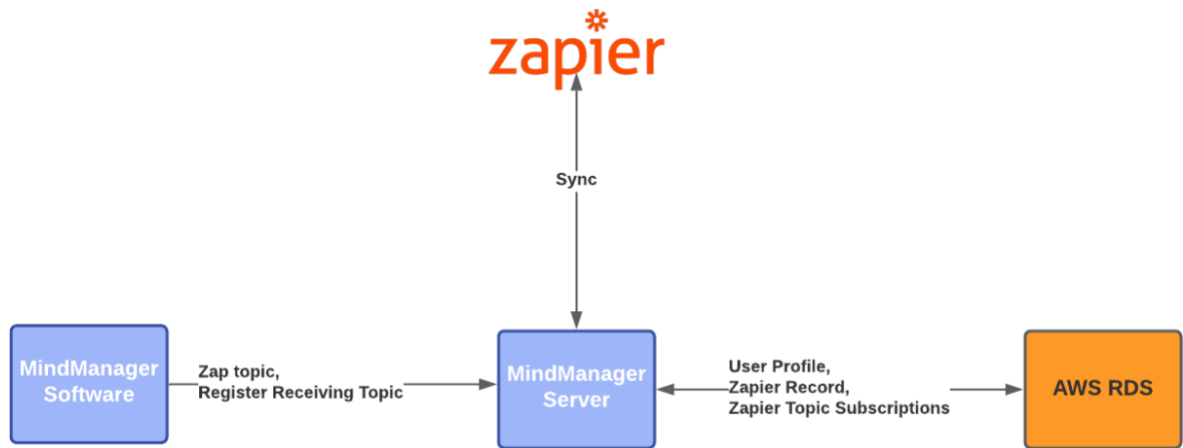
Zapier stores data the user elects to send to them for more information see Zapier’s [website](#)

As of September 2020 MindManager Cloud Services, has completed the SOC 2 type 1 assessment, with no exceptions noted. The auditing company for SOC 2 Type 1 is Eide Bailey.

SOC 2 Type 2 assessment is planned for 2021.  
For more information about SOC 2 see: [SOC 2 Details](#)

More about the compliances that come from our Amazon Web Services (AWS) implementation can be found at <https://aws.amazon.com/compliance/programs/>.

Amazon Web Services (AWS) Cognito has the following certifications: [HIPAA](#) eligible and [PCI DSS](#), [SOC](#), and [ISO/IEC 27001](#), [ISO/IEC 27017](#), [ISO/IEC 27018](#), and [ISO 9001](#) compliant.



## HTML5 Export Template Updater

### Optional Service

The MindManager team deploys new features and bug fixes for the HTML5 export template (used to export HTML5 maps from MindManager) to the cloud more frequently than we release desktop application versions. The HTML5 export template updater allows Windows and Mac desktop applications to get the latest version of the HTML5 template available from the MindManager cloud.

<i>Category</i>	<i>Applicable?</i>	<i>Details</i>
<i>Personal Data</i>	No	
<i>Data Location</i>	No	
<i>Data In Transit</i>	Yes	Data is encrypted in transit between the end user client and MindManager servers through HTTPS and TLS. The TLS process uses asymmetric keys to secretly agree on a symmetric key that is then used by both the client and MindManager server to exchange encrypted information for the duration of the data transfer session
<i>Data In Process</i>	No	
<i>Data At Rest</i>	No	
<i>Data Separation</i>	No	
<i>Ports Used</i>	Yes	443
<i>URLs Used</i>	Yes	<a href="https://cloud.mindjet.com">https://cloud.mindjet.com</a> <a href="https://cloud.mindmanager.com">https://cloud.mindmanager.com</a>
<i>Third-Party Providers</i>	No	
<i>Audits &amp; Certifications</i>	No	

## Single Sign-on

### Optional Service

Single Sign-on allows your organization to bypass MindManager account creation and instead use your existing single sign on provider to sign into MindManager software. This is accomplished by establishing trust between your OpenID Connect or SAML Provider and MindManager's Authentication System (Amazon Web Services (AWS) Cognito).

<i>Category</i>	<i>Applicable?</i>	<i>Details</i>
<i>Personal Data</i>	Yes	Email address
<i>Data Location</i>	Yes	AWS Frankfurt
<i>Data In Transit</i>	Yes	Data is encrypted in transit between the end user client and MindManager servers through HTTPS and TLS. The TLS process uses asymmetric keys to secretly agree on a symmetric key that is then used by both the client and MindManager server to exchange encrypted information for the duration of the data transfer session
<i>Data In Process</i>	No	
<i>Data At Rest</i>	Yes	Data at rest is stored in Amazon Web Services (AWS) RDS (in a MySQL database) Data in RDS is encrypted using AES-256 and bcrypt \$2b\$ hash algorithm with 10 salt rounds where applicable. Keys are securely managed by Amazon Web Services (AWS) Key Management Service which includes features like periodic rotation and storage of keys in separate locations. All external access is through TLS.
<i>Data Separation</i>	Yes	Data is separated by a multi-tenant environment. Each tenant is identified by ID and all data is separated based on tenant ID.
<i>Ports Used</i>	Yes	443
<i>URLs Used</i>	Yes	<a href="https://cloud.mindjet.com">https://cloud.mindjet.com</a> <a href="https://cloud.mindmanager.com">https://cloud.mindmanager.com</a> <a href="https://login.mindmanager.com">https://login.mindmanager.com</a> <a href="https://prd-cloud-mindmanger.auth.eu-central-1.amazonaws.com/">https://prd-cloud-mindmanger.auth.eu-central-1.amazonaws.com/</a>
<i>Third-Party Providers</i>	Yes	Amazon Web Services (AWS) RDS: handles database data stored at rest Amazon Web Services (AWS) Cognito: handles standard user authentication and optional single sign-on user authentication via the customer's desired authentication provider (Microsoft Azure, Google GSuite, Active Directory, etc.) Sendgrid: handles transactional emails (EG, license issued or revoked, etc)

**Audits &  
Certifications**

Yes

As of September 2020 MindManager Cloud Services, has completed the SOC 2 type 1 assessment, with no exceptions noted. The auditing company for SOC 2 Type 1 is Eide Bailey.

SOC 2 Type 2 assessment is planned for 2021.

For more information about SOC 2 see: [SOC 2 Details](#)

More about the compliances that come from our Amazon Web Services (AWS) implementation can be found at <https://aws.amazon.com/compliance/programs/>.

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