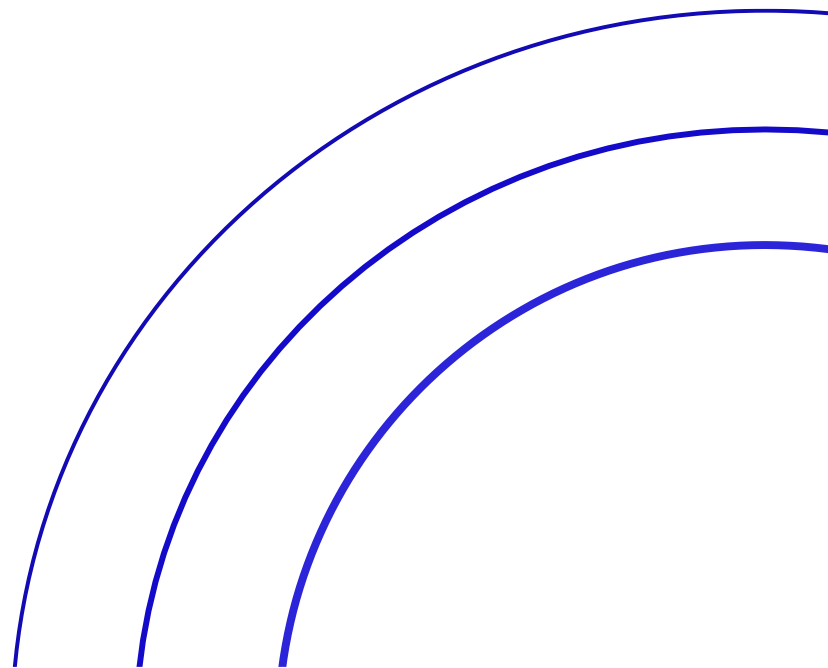




Calligo Data Residency



Document Control

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DOCUMENT OWNER & APPROVAL

The VP Cloud Operations 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, Project Management Frameworks as well as the guidance and requirements of the CSSF.

Approved by the Chief Operating Officer, Calligo ("Entity") on 17 November 2022

CHANGE HISTORY RECORD

VERSION	DESCRIPTION OF CHANGE	AUTHOR	APPROVAL	DATE OF ISSUE
1.0	Original Version	VP Cloud Operations	Chief Operating Officer	17/11/2022

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) UK (London) Ireland (Dublin) Canada (Toronto and Barrie) Luxembourg
ITSM Data	ITSM Ticket information and logged attachments	Viaje	London Luxembourg Jersey
Patching policies, patch, and compliance data	System Patching date and update catalogue	System 1 – Calligo System Monitoring platform	Canada EU 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 EU UK
		System 2 – Remote Monitoring and Management (RMM) platform	EU
CommCell	Locations of CommVault Storage Locations	Calligo Hosted	Channel Islands (Jersey & Guernsey) UK (London) Ireland (Dublin) Canada (Toronto and Barrie) Luxembourg
Data Centre	Microsoft hosted Data Centres	Data Centres	https://azure.microsoft.com/en-gb/global-infrastructure/geographies/#overview
Call recordings	Call recordings are stored in the OneDrive for Business account	Microsoft Teams Voice	https://azure.microsoft.com/en-gb/global-infrastructure/geographies/#overview

	<p>of the user who initiates the recording. Teams call recordings are also stored in Azure Media Services.</p>		
<p>Voicemails and transcriptions</p>	<p>Voicemails and call transcriptions are both stored in the receiver's Exchange mailbox</p>	<p>Microsoft Teams Voice</p>	<p>https://azure.microsoft.com/en-gb/global-infrastructure/geographies/#overview</p>