

## ANNEX V – DATA CENTERS

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Data at rest is stored in secure data centers. We distinguish between Service Data, User Data and Support Data.

### Service Data

Service Data covers data that is stored in the client environments (incl. Documents, Assets, Fonts, Data Sources, Previews, PDF output, ...).

CHILI publish leverages Microsoft AZURE data centers in different regions. The Customer can select a data center in a region, offered by CHILI publish (see Annex V – Data centers)

- **West-Europe** (The Netherlands - Amsterdam)
- **East US** (Virginia)
- **Australia East** (New South Wales)
- **South UK** (London)
- **France Central** (Paris)
- **Germany West Central** (Frankfurt)

### User Data

User Data covers user account and subscription data (incl. contract details, credentials, permissions, ...). User data is stored at rest in the Azure Germany West Central Region in Frankfurt.

### Support Data

Support Data covers the data customers provides via the CHILI publish support platform. Support Data is stored at rest in West Europe.

The data centers have been certified as ISO 27001, PCI/DSS Service Provider Level 1 and/or SOC 2 compliance. More information can be found on the following pages.

- <https://azure.microsoft.com/en-us/overview/trusted-cloud/compliance/>
- <https://docs.microsoft.com/en-us/azure/security/>