

# The Datto Cloud: Uncompromising Security & Constant Availability

THE DATTO CLOUD:  
 SECURE CONTROLS  
 SECURE MANAGEMENT  
 REDUNDANT DATA CENTERS  
 RELIABLE INFRASTRUCTURE

## Secure Controls

Datto's data centers are compliant with the Service Organization Control (SOC 1/ SSAE 16 and SOC 2) reporting standards. Renowned as the predominant credential for data centers, the criteria for SOC auditing are set forth by the American Institute of Certified Public Accountants. The operational controls and activities of Datto's facilities are audited annually in order to maintain compliance.\*

## Secure Management

Datto's Cloud Engineering team proactively monitors and maintains the servers of the Datto Cloud. This includes ensuring the health and optimization of hardware, overseeing OS updates, and conducting reactionary fixes for any security exploits either published or discovered. The Datto Engineering team is on-call 24/7 for emergency support.

**Encryption:** Data remains protected by AES-256 bit encryption during the entire synchronization, storage, and replication process \*\*

**Data Security:** Datto Cloud Engineering's access to node servers is granted via RSA SSH keys and two-factor authentication. Root permission is guarded by a robust 22-character minimum passcode.\*\*

**Physical Access:** Physical access is guarded 24/7 by personnel, biometric scanning, and activity logging.

**Remote Access:** Reverse SSH connections are utilized when providing any remote web services.

## Redundant Data Centers

Datto's cloud is composed of nine data centers located in different countries. All US customer data is first synchronized to the primary facility in Pennsylvania. A secondary location in Utah serves as means of replication for the primary data center. All primary sites are capable of providing users remote access to protected files and systems in the case of a disaster.

**140+ PETABYTES  
BACKED UP**

**2.3 MILLION  
BACKUPS PER WEEK**

**45 MILLION  
ENDPOINTS\* PROTECTED**

*\*An endpoint is a backed-up snapshot of a protected machine that we can restore.*

**3,000+ DISASTERS  
RECOVERED PER YEAR**

### Reliable Infrastructure

The data centers themselves are TIER 3 rated according to the American National Standards Institute (ANSI/TIA-942). This means that all infrastructure components are fully fault-tolerant, which translates to a minimum guaranteed uptime of 99.982%. This acts as a safeguard against the failure of any given piece of equipment required for data center functionality, infrastructure redundancy, and ensures that the Datto Cloud remains intact and operational.

**Power:** Utility feed, N+1 generators, and 8 dual-module UPS battery systems supply Datto's servers.

**Networking:** Multiple physical entry points and load balancing across three Internet Service Providers (ISP).

**Cooling:** Industry-grade passive and active HVAC systems regulate temperature and humidity.

**Fire Protection:** Waterless FM200 systems use vapor to extinguish fires in 10 seconds while neither conducting electricity nor causing harm to occupants.

\* SOC reports and bridge/gap letters may be released to partners upon request, but Datto does not publish them to the web.

\*\* Storage of data at rest with AES-256 bit encryption requires the use of Agent Level Encryption.

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