

## Platform, Security, and Privacy FAQ for:

PlanIT Geo<sup>TM</sup> has a web-based platform which includes TreePlotter<sup>TM</sup>, TreePlotter<sup>TM</sup> INVENTORY, TreePlotter<sup>TM</sup> JOBS, TreePlotter<sup>TM</sup> CANOPY, and TreePlotter<sup>TM</sup> PARKS products and custom apps, services, and add-on modules.

**Is your system Software as a Service (SaaS), or do we install it on our network?** Our software products are subscription-based SaaS.

### **Where is the software platform hosted?**

The software platform is hosted on our own servers on the Amazon cloud (AWS) in the US (Portland, OR), Canada (Montreal), United Kingdom (London), and Australia (Sydney).

### **Are the software products secure?**

Yes, our software products and our other APIs and services run over HTTPS (SSL/TLS).

### **Where is my data stored, and who has access to my data?**

Data is stored in our cloud servers. Our developers and other technical employees have direct access to your data, otherwise access is restricted in the app through user group levels.

### **How is my data protected?**

Your website data is backed up daily, and our app is encrypted with HTTPS.

### **What steps do you take to protect your systems from intrusion?**

We monitor our systems, log activity, and regularly update our systems with security patches.

**Do your web based applications use cookies?** Our site uses cookies as part of our login system, primarily to allow you to remain logged-in between sessions.

**What information do you track about users?** We track when users log-in and their IP address, for purposes of troubleshooting.

**Is the system available 24/7?** Yes.

**How do you handle bugs and support requests?** Support requests are submitted by clients via email, phone, or a form directly in our apps. During M-F business hours, we respond within one hour. Requests are entered in a tracking system and handled as soon as possible based on priority. Many issues and bugs are addressed immediately; with others we respond with an estimated timeline to resolve.

**When is support available?** Support by email and phone is available from 8am to 8pm EST. Emergency support outside of those hours including US holidays is available by email and phone.

**What is the software platform's user management capabilities?** Login levels are built-in that allow access to different data and functionality in the app. Custom levels can be created. Login account users and levels are managed by clients that are set up at the administrator level.