

# RMS<sup>®</sup> Privacy Policy for Cloud Solutions

May 2017



## Guiding Principles

RMS aims to provide the most secure way in the industry to manage your data throughout its life cycle. We recognize that this requires robust security as well as data-protection technologies and protocols to safeguard your data. It also requires that RMS lead the industry and adopt a privacy policy that provides transparency; that gives you the confidence that your data will not be used or accessed by RMS or any third party in ways that might compromise the integrity of the data or the trust you have placed in RMS; and that meets the legal requirements of the countries in which you do business.

The RMS Privacy Policy is guided by three simple principles:

1. RMS protects your data using enterprise-class security measures built on a security framework that implements best practices from ISO 27001, CSA STAR and the National Institute of Standards and Technology (NIST) standards.
2. You are in control of the data that you have entrusted to RMS; we will not compromise the trust you have placed in us. RMS cannot access your confidential data without your express consent, other than the exceptions mentioned below. When we do receive your consent, we will use your data only as you have permitted us to do so.
3. Ensuring your privacy as an RMS user is of utmost importance to us. Metadata generated when you use RMS is tightly regulated to ensure that it is only utilized for legitimate purposes, such as for operating and supporting RMS services that enhance your user experience and for security.

## Client Data

You control any data you upload, transfer, and generate with RMS Cloud Solutions. We call this data “Client Data.” Client Data includes your exposures, contract data, modeling assumptions, and the settings and model results you generate.

RMS implements and maintains strict organizational, procedural, and security controls to ensure we will not access your Client Data unless we receive your express consent. Once consent is granted, we will only use that Client Data for the specific purpose you permitted. The only exceptions to the restrictions on our access to and use of your Client Data, other than exceptions authorized by your express consent, will be if RMS must interdict a virus or malicious code embedded within your Client Data; take emergency measures to address system-wide threats; perform maintenance and support operations as required by authorized members of the RMS support team; or comply with the requirements of law, such as a court order.

We may, from time to time, offer services pertaining to your Client Data that you may choose to engage us to perform. However, we will not perform any services involving your Client Data unless you opt-in for those services by signing a written agreement with RMS. Finally, we will never sell, publish, or distribute your Client Data to any third party.

## System Data

When a user logs in to a hosted instance of RMS software or logs in to RMS Cloud Solutions, the system captures metadata about how the user accesses and uses the system and stores that metadata in auditable log files. We call this data “System Data.” System Data may include date/time stamps, clickstream data, information about what actions were requested by the user, and what user-requested jobs were performed.

RMS uses System Data to maintain the security of our systems, to operate them, and to provide you with support. For example, RMS will use System Data to enhance the user experience; optimize resource planning and system performance; determine usage fees (if applicable); report on utilization; respond to audit requests; determine compliance with performance commitments; monitor and identify any security breaches; and respond to technical support questions.

## Privacy Policy Changes and Updates

Internet and Web-based services evolve rapidly. Therefore, RMS reserves the right to update this Privacy Policy at any time. If RMS does change this policy, then a new, superseding version will be posted on [rms.com](http://rms.com). We advise you to review our posted RMS Privacy Policy from time to time.

## Contact Information

If you have any concerns or questions relating to this RMS Privacy Policy, contact us at [support@rms.com](mailto:support@rms.com).



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