

# Tekla Warehouse - Security Whitepaper

## Disclaimer

This document summarizes relevant topics for customer data with Tekla Warehouse. The content is subject to change without notice. By signing Customer Order and Software License Agreement (COSLA) the customer agrees that Tekla services and related products are subject to Tekla Software [Terms and Conditions](#). The content of this document does not revoke this agreement in any part.

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## Scope

This document provides additional information to what is presented in the [Tekla Trust Center](#).

The scope of the information is the Tekla Warehouse service which is part of Tekla Online Service portfolio.

## Tekla Warehouse overview

Tekla Warehouse is an online service where building manufacturers can make their products and applications available to Tekla users, who can take the exact 3D product models straight into their Tekla Structures models and later use the physical product in construction.

Tekla Warehouse provides also a centralized access to its customers to the Tekla products related content (such as add on tools, environments, templates).

Tekla Warehouse users can use their company network to share content with colleagues and save content locally for private use.

All users of Tekla Warehouse can upload material in Tekla Warehouse. Content owner defines whether the content is private or public.

## Tekla Warehouse related services

Tekla Warehouse service uses the following services:

**Tekla Account service (ATC)** contains Tekla Online profiles which users create when they first sign in to Tekla Online services. In addition to the user profile information, Tekla Account service contains user's company (e.g. organization), online licenses and access rights, and authorization to the use of the Tekla Online services.

**Trimble Identity service (TID, TIDv4)** is an identity service provider for Trimble products, including Tekla products and services. It provides single sign-in and authentication to the services.

**Tekla Online Admin Tool** is a service for organization administrators to manage and control their users and licenses of their organization.

## Tekla Warehouse security

Tekla Warehouse service is covered by the security measures and processes described in the [Tekla Trust Center](#), including the [ISO/IEC 27001:2013 certification](#). Service specific details are described in this chapter.

### Cloud security

Tekla Warehouse service is operating on Amazon AWS platform. We ensure infrastructure security and high availability of our cloud solution by implementing e.g. following measures to the infrastructure: hardened Linux hosts with automatic patching, isolated VPC, Role-based access control and security groups, and 24x7 SOC Team monitoring alerts. Solutions are architected for resilience and high availability and have AWS Shield and AWS WAF Protection.

General information on AWS security can be found in [AWS Whitepapers & Guides](#)

### Content security

Tekla Warehouse utilizes 3rd party multi-engine scanning technology and blocks from the site any file/version that does not pass all scanners during content upload.

## Continuity and disaster recovery

We keep a disaster recovery (DR) copy of every file in a physically "far away" data center. In practice, currently DR location is a different AWS region in the US. Also, in case of catastrophic database failure all Tekla Warehouse data can be restored from the latest daily backup. However, most recent changes would be lost in this case.

## Personal Data in Tekla Warehouse

### Personal data

The Tekla Online profile and Tekla Warehouse contain personal data of users.

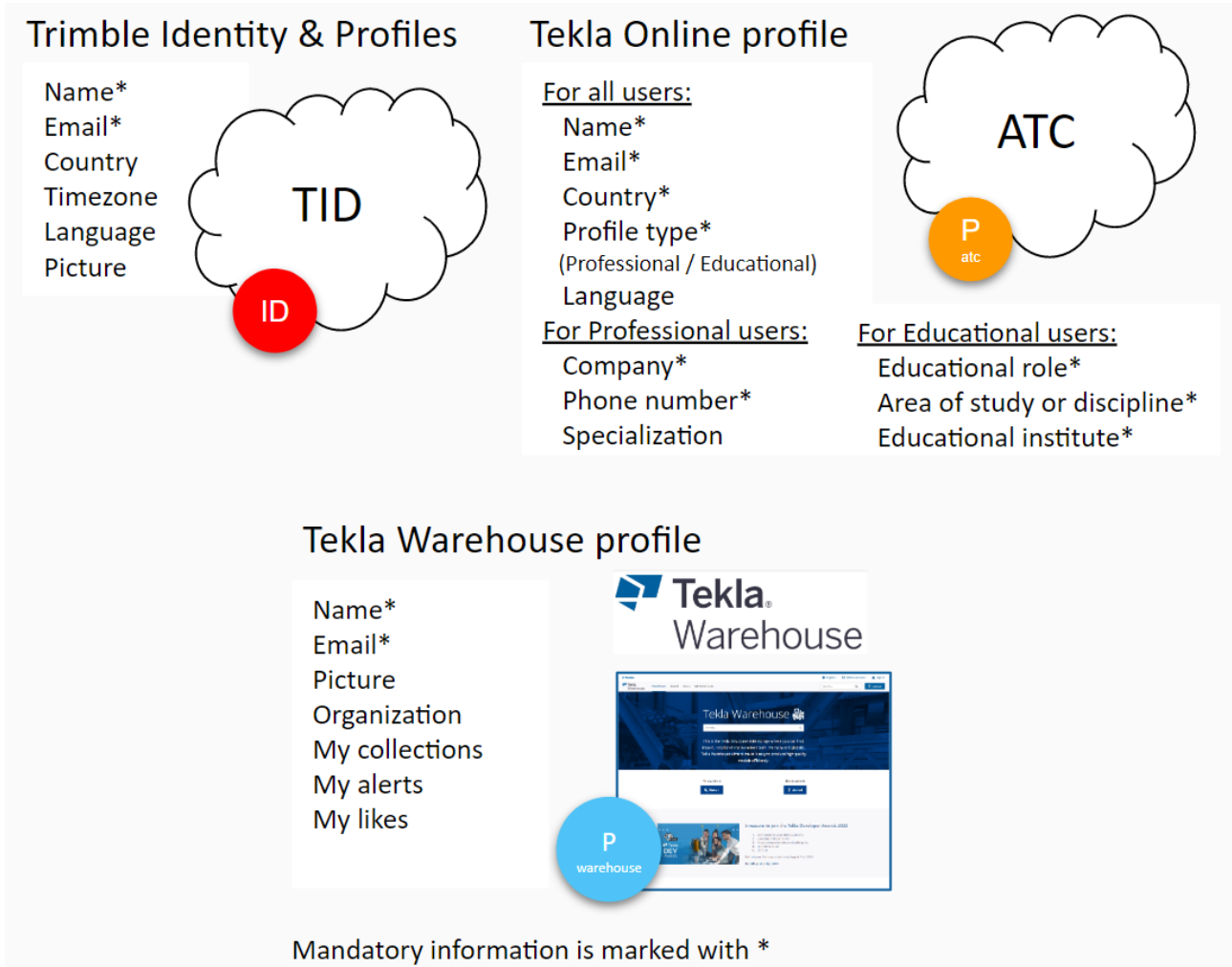


Image 1. Personal data in Tekla Warehouse

Upon creating a new Tekla Online profile, the user provides mandatory personal data (such as name and email) and agrees to the [Terms of Services](#).

When signing in to Tekla Warehouse, the Tekla Online profile data, user's organization and related data such as user's access rights are synchronized to the Tekla Warehouse service profile.

In the Tekla Warehouse service profile, users view their own collections, collections provided by organizations or items shared with the user or shared with his/her organization. The service profile also contains information on personal alerts and content the user has liked in the service.

## Access to personal data

Access to personal information in Tekla Warehouse is restricted to the service administrators and limited Trimble personnel only.

We process and protect all personal data according to the descriptions in the [Privacy Notice](#).

## Statistic data and analytics in Tekla Warehouse

On Tekla Warehouse website:

- anyone can see the number of total downloads/views for all content items
- a member of the organization can see downloads/views by content item, by country, by version, by timescale and which organization has downloaded, for content that is owned by the organization
- Trimble analysts and service administrators can see all the above.

Tekla Warehouse does not show which individual has downloaded certain content.

## Tekla Warehouse data center geographical location

We use the Amazon Web Services (AWS) global cloud infrastructure, which is available within 26 geographic regions around the world.

The AWS infrastructure is designed to deliver a flexible, reliable, scalable, and secure cloud computing environment with a high quality global network performance.



Data center locations of the services are:

<b>Service</b>	<b>Location</b>	<b>Service provider and region</b>
Tekla Warehouse	US	AWS US (Oregon)
Tekla Online profile	Ireland	AWS Europe (Ireland)
Tekla Online Admin Tool	Ireland	AWS Europe (Ireland)
Trimble Identity service	US	AWS US (Oregon)

## Contact Information

If you have any questions or need more information, please don't hesitate to contact your local [Tekla support](#).