

# Tekla Discussion Forum - security white paper

## Disclaimer

This document summarizes relevant topics for customer data with Tekla Discussion Forum. The content is subject to change without notice. Trimble services and products are subject to [Trimble terms](#). The content of this document does not revoke the terms 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 Discussion Forum service which is part of Tekla Online Service portfolio.

## Tekla Discussion Forum overview

The Tekla Discussion Forum is a community service where users of Tekla products can discuss product-specific topics, learn from each other, and get support from peers and local support staff.

On the Tekla Discussion Forum, developers who are creating add-on tools using the product-specific Open APIs can talk to other developers and discuss development related topics.

Discussions on the Tekla Discussion Forum are followed, supported and moderated by support personnel. Community users can start new topics, reply to, and participate in ongoing discussions. Users are able to upload and share attachments as a part of the topics they post in the service. Access to the Tekla Discussion Forum is based on valid product-specific maintenance/subscription agreements.

## Tekla Discussion Forum related services

Tekla Discussion Forum uses the following services:

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

**Tekla online licensing system (ATC)** contains Online Profile for Tekla products and services, which the user creates when first signing in to Tekla online services. In addition to the user profile information, the Tekla online licensing system contains the user's company, online licenses and access rights, and authorization to use online services for Tekla products and online licensed products.

**Tekla Online Admin Tool** is a service for customer administrators to manage and control the users and Tekla licenses of their company account (organization).

## Tekla Discussion Forum security

The Tekla Discussion Forum 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 Discussion Forum 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](#).

## Personal Data in Tekla Discussion Forum

### Personal data

The Online profile and Tekla Discussion Forum contain personal data of users.

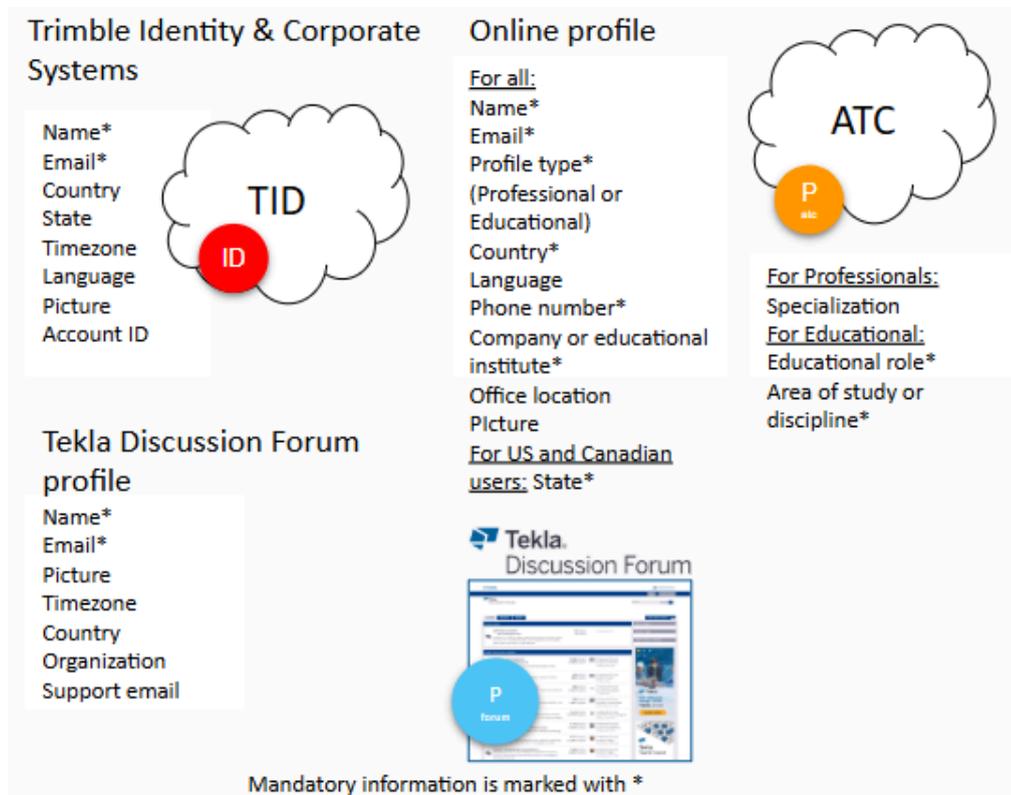


Image 1. Personal data in Tekla Discussion Forum and related services

Upon creating a new Online profile, the user provides mandatory personal data such as name and email.

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

### Access to personal data

Access to personal information in Tekla Discussion Forum is restricted to service administrators, forum moderators, and support personnel only. Users in the Tekla Discussion Forum can see each others' names as well as other data the user wants to publish.

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

## Tekla Discussion Forum data center geographical location

We use the Amazon Web Services (AWS) global cloud infrastructure, which is available 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.



The data center locations of the services are:

Service	Location	Service provider and region
Tekla Discussion Forum	Ireland	AWS Europe (Ireland)
Tekla Online licensing and Profile system (ATC)	Ireland	AWS Europe (Ireland)
Tekla Online Admin Tool	Ireland	AWS Europe (Ireland)
Trimble Identity service	Selectable US, EU, UK, or AU regions for non-federated users	AWS

## Contact Information

If you have any questions or need more information, please don't hesitate to contact [trimble.com/support](https://trimble.com/support).