

# Tekla Discussion Forum - Security Whitepaper

## Disclaimer

This document summarizes relevant topics for customer data with Tekla Discussion Forum. 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 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:

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

**Trimble Identity service (TID)** is an identity service provider for Trimble products, including Tekla products and services. It provides single sign-in and authentication to the services. Trimble Identity is ISO 27001 certified.

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

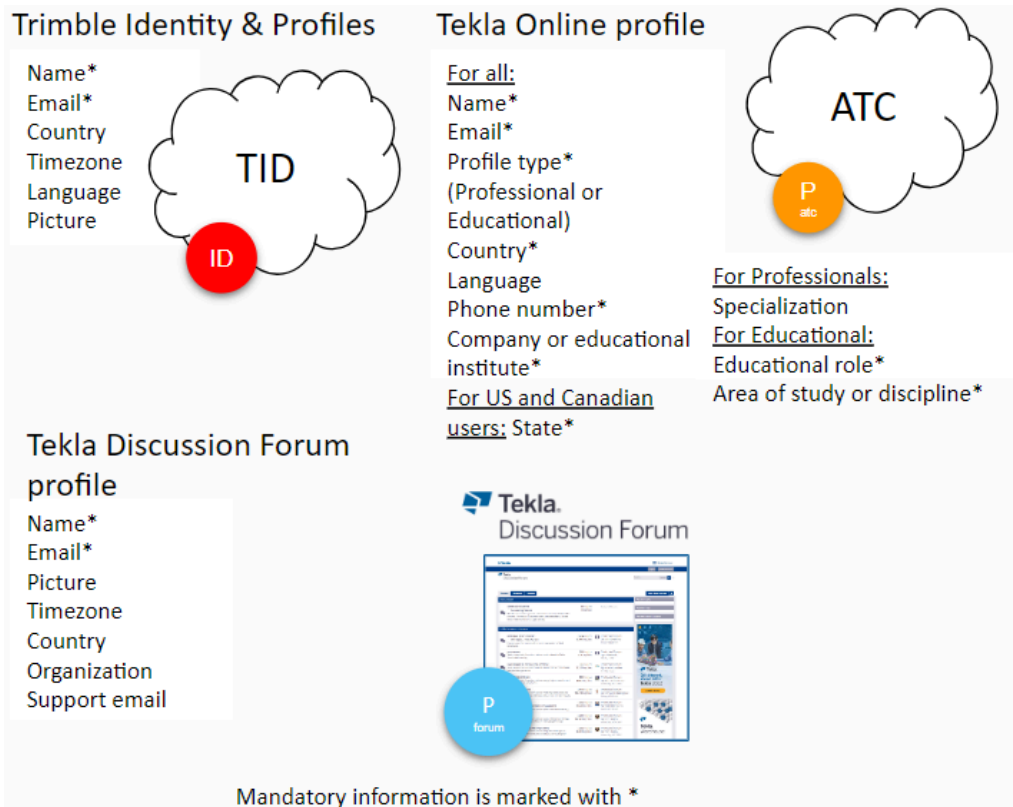
Tekla Discussion Forum is operating on Amazon AWS platform. We ensure infrastructure security and high availability of our cloud solution by implementing e.g. following measures to the infrastructure: hardened Linux hosts with automatic patching, isolated VPC, Role-based access control and security groups, 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 Tekla Online profile and Tekla Discussion Forum contain personal data of users.



The diagram illustrates the flow of personal data between three services:

- Trimble Identity & Profiles:** Lists mandatory fields: Name\*, Email\*, Country, Timezone, Language, and Picture. A cloud icon labeled 'TID' contains a red circle with 'ID'.
- Tekla Online profile:** Lists mandatory fields: Name\*, Email\*, Profile type\* (Professional or Educational), Country\*, Language, Phone number\*, Company or educational institute\*, and State\* (for US and Canadian users). It also lists optional fields for Professionals (Specialization) and Educational users (Educational role\*, Area of study or discipline\*). A cloud icon labeled 'ATC' contains an orange circle with 'P atc'.
- Tekla Discussion Forum profile:** Lists mandatory fields: Name\*, Email\*, Picture, Timezone, Country, Organization, and Support email. A cloud icon labeled 'P forum' is shown.

A screenshot of the Tekla Discussion Forum interface is also included. A note at the bottom states: "Mandatory information is marked with \*".

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

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 the Tekla Discussion Forum, the Tekla 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 your local [Tekla support](#).