

Trimble Downloads - security white paper

Disclaimer

This document summarizes relevant topics for customer data with Trimble Downloads. 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 trust.trimble.com contains.

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

Trimble Downloads overview

Trimble Downloads is used for distributing installation packages for certain Trimble products, like Tekla products, and product bundles. Both commercial and free offering is available. To download the software, the user needs to create a Trimble Identity. A license may also be required.

Users are guided through the software installation process with step-by-step instructions. Typical first-time installation process consists of installing licensing tools, software and configuration for the software.

Trimble Downloads related services

Trimble Downloads service uses the following services:

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

Trimble Downloads security

Trimble Downloads service is covered by the security measures and processes described in the [Trimble Trust Portal](#), including the [ISO/IEC 27001:2022 certification](#). Service specific details are described in this chapter.

Cloud security

Trimble Downloads 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](#)

Personal Data in Trimble Downloads

Personal data

Trimble Downloads and related services contain some personal data of users.

Trimble Downloads:
Name* Email* Organization Support organization Support email Support phone number Language

Table 1. Personal data in Trimble Downloads.

Trimble Identity related:	Entitlement and licensing related additional fields:
Name* Email* Country State Time zone Language Picture Account ID	Profile type (*) Country (*) Phone number (*) Company/educational institute (*) Office location State (*) Specialization (*) Educational role (*) Area of study or discipline (*)

Table 1. Personal data in some related Trimble systems. * mandatory information, (*) mandatory information for some user types/countries.

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

When signing in to Trimble Downloads, the service retrieves and stores the user's account and other data above from Trimble's entitlement systems.

Access to personal data

Access to personal information in Trimble Downloads is restricted to service administrators only.

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

Trimble Downloads 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.



Data center locations of the services are:

Service	Location	Service provider and region
Trimble Downloads	Ireland	AWS Europe (Ireland)
Trimble entitlement and licensing systems	Ireland	AWS Europe (Ireland)
Trimble Identity service	Selectable US, EU, UK or AU 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.