

Trimble Help - security white paper

Disclaimer

This document summarizes relevant topics for customer data with Trimble Help. 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 Help service.

Trimble Help overview

The Trimble Help service is a self-service content portal containing the learning material, product documentation, knowledge base articles, video tutorials and additional support content applicable to various Trimble products.

Users are able to provide feedback on the available content in Trimble Help. The feedback is used to improve the content.

Trimble Help related services

Trimble Help service uses following services:

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

Trimble Help security

The Trimble Help service is covered by the security measures and processes described in [Trimble Trust Portal](#). Service specific details are described in this chapter.

Cloud security

Trimble Help service operates 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 Help

Personal data

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

Trimble Help:
Name* Email* Organization Support organization Support email Support phone number Language Viewed products and versions

Table 1. Personal data in Trimble Help.

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 2. 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 Help, user's organization and data such as user's access rights from Trimble entitlement and licensing systems are synchronized to the Trimble Help service profile.

Access to personal data

Users cannot view any profile information of other users.

Access to the full personal profile in Trimble Help is restricted to service administrators and support personnel only.

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

Access to customer data

Trimble Help does not have access to customer data in Trimble products, such as models, drawings, settings, or metadata.

Trimble Help service data center geographical locations

We use the Amazon Web Services (AWS) and Azure global cloud infrastructure, which are available around the world.

The 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 Trimble Help and related services are:

Service	Location	Service provider and region
Trimble Help service	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.