Security & Risk Management

Program Overview

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HubSpot Security Overview

1 OUR COMPANY AND PRODUCT

HubSpot is the world’s leading inbound marketing and sales platform. Since 2006, HubSpot has been on a mission to make the world more inbound. Today, over tens of thousands of customers in more than 90 countries use HubSpot’s software, services, and support to transform the way they attract, engage, and delight customers. HubSpot’s inbound marketing software, ranked #1 in customer satisfaction by VentureBeat and G2Crowd, includes social media publishing and monitoring, blogging, SEO, website content management, email marketing, marketing automation, and reporting and analytics, all in one integrated platform. HubSpot Sales, HubSpot’s award-winning sales application, enables sales and service teams to have more effective conversations with leads, prospects, and customers.

The HubSpot products are offered as Software-as-a-Service (SaaS) solutions. These solutions are available to customers through purpose-built web applications, application programming interfaces (APIs), and email plugins.

2 HUBSPOT SECURITY AND RISK GOVERNANCE

HubSpot’s primary security focus is to safeguard our customers’ data. This is the reason that HubSpot has invested in the appropriate resources and controls to protect and service our customers. This investment includes the implementation of the dedicated Security Team. The Security Team is responsible for the HubSpot’s comprehensive security and risk management program and the governance process. The security team is focused on defining new and refining existing controls, implementing and managing the HubSpot security framework as well as providing a support structure to facilitate effective risk management. Our Chief Security Officer, who reports to the Chief Financial Officer, manages the Security Team.

3 OUR SECURITY AND RISK MANAGEMENT OBJECTIVES

We have developed our security framework using best practices in the SaaS industry. Our key objectives include:

- Customer Trust and Protection – consistently deliver superior product and service to our customers while protecting the privacy and confidentiality of their information.
- Availability and Continuity of Service – ensure ongoing availability of the service and data to all authorized individuals and proactively minimize the security risks threatening service continuity
- Information and Service Integrity – ensure that customer information is never corrupted or altered inappropriately.
- Compliance with Standards – implement process and controls to align with current international regulatory and industry best practice guidance. We have designed our security program around best-of-breed guidelines for cloud security. In particular, we leverage standards like COBIT and Cloud Security Alliance CCM, and align our practices with ISO 27001 and NIST SP 800-53.

4 HUBSPOT SECURITY CONTROLS

In order to ensure we protect data entrusted to us, we implemented an array of security controls. HubSpot’s security controls are designed to allow for a high level of employee efficiency without artificial roadblocks, while minimizing risk. The following sections describe a subset of controls.
4.1 **HubSpot Product Infrastructure**

4.1.1 **Data Center Security**
HubSpot outsources hosting of its product infrastructure to leading data-center providers. Principally, HubSpot product infrastructure is housed in Amazon Web Services (AWS), who provides high levels of physical and network security. AWS maintains an audited security program, including SOC-2 and ISO 27001 compliance. HubSpot does not host any production software systems within its corporate offices.

Amazon’s world-class data-centers leverage the most advanced facilities infrastructure such as power, networking, and security. Facilities uptime is guaranteed between 99.95% and 100.00%, and the facilities ensure a minimum of N+1 redundancy to all power, network, and HVAC services. Access to these data-centers is highly restricted to both physical access as well as electronic access through public (internet) and private (intranet) networks in order to eliminate any unwanted interruptions in our service to our customers.

These data centers’ security protections, including continuity and recovery plans, have been independently validated as part of their SOC 2 Type II and ISO 27001 certifications. Information about data center security, including SOC 3 and ISO 27001 certificates, is available at the [AWS compliance site](https://aws.amazon.com/security/compliance/).

4.1.2 **Network Security & Perimeter Protection**
The HubSpot product infrastructure is built with internet-scale security protections in mind. In particular, network security protections are designed to prevent unauthorized network access to and within the internal product infrastructure. These security controls include enterprise-grade routing and network access control lists (firewalling).

Access control lists are generally implemented in AWS Virtual Private Cloud (VPC) security groups, which applies port- and address-level protections to each of the server instances in the infrastructure. This allows for finely grained control for network traffic from a public network as well as between server instances on the interior of the infrastructure. Within the infrastructure, internal network restrictions allow a many-tiered approach to ensuring only the appropriate types of devices can communicate.

4.1.3 **Configuration Management**
Automation drives HubSpot’s ability to scale with our customers’ needs. The product infrastructure is a highly automated environment that flexibly expands capacity and capability as needed. Server instances are fully puppetized, meaning that any server’s configuration is tightly controlled from birth through deprovisioning.

All server type configurations are embedded in images and Puppet configuration files. Server-level configuration management is handled using these images and configuration scripts when the server is built. Changes to the configuration and standard images are managed through a controlled change management process. Each instance type includes its own hardened configuration, depending on the deployment of the instance.

Patch management and configuration control is typically handled by removing server instances that are no longer compliant with the expected baseline and provisioning a replacement instance in its place. Rigorous and automated configuration management is baked into our day-to-day infrastructure processing.

4.1.4 **Alerting & Monitoring**
Not only does HubSpot fully automate its build procedures, we invest heavily in automated monitoring, alerting and response technologies to continuously address potential issues. The HubSpot product
infrastructure is instrumented to alert engineers and administrators when anomalies occur. In particular, error rates, system impairment, and other anomalies trigger automatic responses and alerts to the appropriate engineer for response and correction. As unexpected or malicious activities occur, systems bring in the right people to ensure that the issue is rapidly addressed.

Many automated triggers are also designed into the system to immediately respond to unforeseen situations. Traffic blocking, quarantine, process termination, and similar functions kick in at pre-defined thresholds to ensure that the HubSpot platform can protect itself against a wide variety of undesirable situations.

The power behind HubSpot’s ability to detect and respond to anomalies is our 24x7x365 monitoring program and extensive logging. Our systems capture and store logs that include all the technologies that comprise our products. At the application layer, all logins, page views, modifications, and other access to HubSpot portals are also logged. In the infrastructure back-end, we log authentication attempts, horizontal and vertical permission changes, infrastructure health, and requests performed, among many other commands and transactions. Logs and events are monitored in real time and events are escalated immediately at any hour of the day to developers, security professionals, and engineers to take appropriate action.

4.1.5 INFRASTRUCTURE ACCESS

Timely anomaly response cannot happen without a stringent, consistent, and well-designed access control model. That is, it is impossible to quickly and automatically address the unexpected without first strictly controlling and defining expected patterns. Along those lines, internal access to HubSpot’s systems is strictly controlled. Direct network connections to infrastructure devices is prohibited, and engineers are required to authenticate first through a bastion host or "jump box" before accessing QA or production environments. Server-level authentication uses user-unique SSH keys and token-based two factor authentication.

4.2 APPLICATION PROTECTION

4.2.1 WEB APPLICATION DEFENSES

As part of its commitment to protecting customer data and websites, HubSpot implemented an industry recognized Web Application Firewall (WAF). The WAF automatically identifies and protects against attacks aimed at the HubSpot products or customer sites hosted on the platform. The rules used to detect and block malicious traffic are aligned to the best practice guidelines documented by the Open Web Application Security Project (OWASP) in the OWASP Top 10 and similar recommendations. Protections from Distributed Denial of Service (DDoS) attacks are also incorporated, helping to ensure that customers’ sites and other parts of the HubSpot products are available continuously.

The WAF is configured with a combination of industry standard and custom rules that are capable of automatically enabling and disabling of appropriate controls to best protect our customers. These tools actively monitor real-time traffic at the application layer with ability to alert or deny malicious behavior based on behavior type and rate.

4.2.2 DEVELOPMENT & RELEASE MANAGEMENT
One of HubSpot’s greatest advantages is a rapidly-advancing feature set, and we provide constantly improving products through a modern continuous delivery approach to software development. New code is proposed, approved, merged and deployed hundreds of times daily. Code reviews and quality assurance are performed by specialized teams of engineers with intimate knowledge of the HubSpot platform as it is developed. Approval is controlled by designated repository owners. Once approved, code is automatically submitted to HubSpot’s continuous integration environment where compilation, packaging and unit testing occur. If all passes, the new code is deployed automatically across the application tier.

All code deployments create archives of existing production-grade code in case failures are detected by post-deploy hooks. The deploying team manages notifications regarding the health of their applications. If a failure occurs, roll-back is immediately engaged.

As part of the continuous deployment model, we use extensive software gating and traffic management to control features based on customer preferences (private beta, public beta, full launch). Major feature changes, while the code might have been released incrementally, are communicated through in-app messages which link to our online product information (and videos) or, if warranted, blog posts or email notifications (opt-in).

4.2.3 **VULNERABILITY SCANNING, PENETRATION TESTING, & BUG BOUNTIES**

The HubSpot Security team manages a multi-layered approach to vulnerability scanning, using a variety of industry-recognized tools to ensure comprehensive coverage of our technology stack. We perform a variety of vulnerability scanning and penetration testing activities against ourselves on a continuous basis. We perform vulnerability scanning continually against our internal networks, applications, and corporate infrastructure. Network-based and application-level vulnerability scans run at least daily to ensure that we detect and respond to the latest vulnerabilities. Static code analysis automatically reviews the most current code to detect potential security flaws early in the development lifecycle.

Continually running scans, adaptive scanning inclusion lists, and continuously updating vulnerability signatures help HubSpot stay ahead of many security threats. To get a second opinion about our ability to identify and respond to security risks, we bring in industry-recognized third parties to perform four annual penetration testing. The goal of these programs is to iteratively identify flaws that present security risk and rapidly address any issues.

In addition to internal vulnerability scanning and independent penetration testing, HubSpot manages a bug bounty program. Independent security researchers are invited to participate in identifying security flaws in the HubSpot products and are rewarded for their submissions.

4.3 **CUSTOMER DATA PROTECTION**

4.3.1 **CONFIDENTIAL INFORMATION IN THE HUBSPOT PRODUCTS**

The HubSpot products are an integrated marketing and sales experience. The information collected in our products is sales and marketing data gathered through lead interaction, public directories, and/or reputable 3rd party sources. HubSpot’s online data-capture tools allow customers to define the type of information to be collected stored on their behalf. Per the HubSpot [Terms of Service](#) and [Acceptable Use Policy](#), our customers ensure that they capture only appropriate information to support their marketing and sales processes. The HubSpot products are not used to collect or capture sensitive data such as credit or debit card numbers, personal financial account information, Social Security numbers,
passport numbers, driver’s license numbers or similar identifiers, or employment, financial or health information.

4.3.2 **Credit Card Information Protection**
Many HubSpot customers pay for the service by credit card. HubSpot does not store, process or collect credit card information submitted to us by customers. We leverage trusted and PCI-compliant payment vendors to ensure that customers’ credit card information is processed securely.

4.3.3 **Encryption In-Transit & At-Rest**
All sensitive interactions with the HubSpot products (e.g., API calls, login, authenticated sessions to the customer's portal, etc.) are encrypted in-transit with TLS 1.0, 1.1, or 1.2 and 2,048 bit keys. Customers who host their sites on HubSpot may configure their sites to also use TLS. Please see our [website setup guide](#) for more information about configuring TLS.

Certain information is encrypted or hashed at rest, based on the sensitivity of the information. For instance, user passwords are hashed and certain email features work by encrypting message data at rest. Other information, like public web content or contact records, are not encrypted at rest. HubSpot does not permit collecting or storing of sensitive information like financial or health data through its service, as outlined in our Terms of Service.

4.3.4 **User Authentication & Authorization**
The HubSpot products enforce a uniform password policy. The password policy requires a minimum of 8 characters that include a combination of lower and upper case letters, special characters, whitespace, and numbers.

Customer portal accounts may be assigned finely grained permissions to the portal’s content and features. For more information about user roles, please see [this HubSpot Academy article](#).

Application programming interface (API) access is enabled through either API key or Oauth authentication and authorization. Customers have the ability to generate API keys for their portals. The keys are intended to be used to rapidly prototype custom integrations. HubSpot’s Oauth implementation is a stronger approach to authenticating and authorizing API requests. Additionally, Oauth is required of all featured integrations. Authorization for Oauth-enabled requests is established through defined scopes. For more information about API use, please see the [Developers portal at HubSpot.com](#).

4.3.5 **HubSpot Employee Access**
HubSpot controls individual access to data within its production and corporate environment. A subset of HubSpot’s employees are granted access to production data based on their role in the company through role based access controls (RBAC) or on an as-needed basis referred to as JITA (just in time access).

Engineers and members of the Operations team may be granted access to various production systems, as a function of their role. Common access needs include alert responses and troubleshooting, as well as to analyze information for product investment decisions as well as product support. Access to the product infrastructure is limited by network access and user authentication and authorization controls. Access to networking infrastructure is strictly limited to members of the Technical Operations team and our data-center support team.
Customer Support, Services, and other customer engagement staff with a need-to-know may request just in time access to customer portals on a time-limited basis. Requests for access are limited to their work responsibilities associated with supporting and servicing our customers. The requests are limited to just-in-time access to a specific customer’s portal for a 24 hour period. All access requests, logins, queries, page views and similar information are logged. Employee access is subject to daily review and at least semi-annual recertification to ensure authorized systems are within limits of employees' current roles.

All employee access to both corporate and product resources is subject to daily automated review and at least semi-annual manual review to ensure the granted authorization is appropriate for an employee’s role and job needs.

4.4 PRIVACY

The privacy of our customers’ data is one of HubSpot’s primary considerations. As described in our Privacy Policy, we never sell your Personal data to any third parties. The protections described in this document and other protections that we have been implemented are designed to ensure that your data stays private and unaltered.

4.4.1 DATA RETENTION POLICY

Customer data is retained for as long as you remain a customer and until impractical, your data will remain in the HubSpot’s system indefinitely. Former customers’ core data is removed from live databases upon a customer’s written request or after an established period following the termination of the customer agreement. In general, former customers’ data is purged 90 days after all customer relationships are terminated. Information stored in replicas, snapshots, and backups is not actively purged but instead naturally ages itself from the repositories as the data lifecycle occurs. HubSpot reserves the right to alter the data pruning period and process at its discretion in order to address technical, compliance, or statutory needs.

4.4.2 PRIVACY PROGRAM MANAGEMENT

HubSpot’s Legal, Security, and several other teams collaborate to ensure an effective and consistently implemented privacy program. Information about our commitment to the privacy of your data is described in greater detail in our Privacy Policy and Data Processing Agreement.

4.5 BUSINESS CONTINUITY & DISASTER RECOVERY

HubSpot maintains business continuity and disaster recovery plans focusing both on preventing outage through redundancy of telecommunications, systems and business operations, and on rapid recovery strategies in the event of an availability or performance issue. Whenever customer-impacting situations occur, HubSpot’s goal is to quickly and transparently isolate and address the issue. Identified issues are published on HubSpot’s status site and are subsequently updated until the issue is resolved.

4.5.1 SYSTEM RESILIENCY & RECOVERY

Business continuity testing is part of HubSpot normal processing. HubSpot recovery processes are validated continuously through normal maintenance and support processes. We follow continuous deployment principles, and create or destroy many server instances as part of our regular daily
maintenance and growth. We also use those procedures to recover from impaired instances and other failures, allowing us to practice our recovery process every day.

HubSpot primarily relies on infrastructure redundancy, real time replication and backups. All HubSpot product services are built with full redundancy. Server infrastructure is strategically distributed across 3 distinct availability zones within our data center provider, and all web, application, and database components are deployed with a minimum of n+1 supporting server instances or containers.

4.5.2 BACKUP STRATEGY
HubSpot ensures data is replicated and backed up in multiple durable data-stores. The retention period of backups depends on the nature of the data. Data is also replicated across data-center availability zones in order to provide fault-tolerance within an availability zone as well as scalability and responsive recovery, when necessary. In addition, the following policies have been implemented and enforced for data resilience:

- Customer (production) data is backed up leveraging multiple online replicas of data for immediate data protection. All production databases have no less than 1 primary (master) and 1 replica (slave) copy of the data live at any given point in time. Seven days worth of backups are kept for any database in a way that ensures restoration can occur easily. Snapshots are taken and stored to a secondary service no less often than daily and where practicable, real time replication is used. All production data sets are stored on a distributed file storage facility like Amazon’s S3.

- Because we leverage private cloud services for hosting, backup and recovery, HubSpot does not implement physical infrastructure or physical storage media within its products. HubSpot does also not generally produce or use other kinds of hard copy media (e.g., paper, tape, etc.) as part of making our products available to our customers.

- By default, all backups will be protected through access control restrictions on HubSpot product infrastructure networks, access control lists on the file systems storing the backup files and/or through database security protections.

4.6 HUBSPOT CORPORATE SECURITY

4.6.1 EMPLOYEE AUTHENTICATION & AUTHORIZATION
HubSpot enforces an industry-standard corporate password policy. That policy requires changing passwords at least every 90 days. It also requires a minimum password length of 8 characters and complexity requirements including special characters, upper and lower case characters, and numbers. HubSpot prohibits account and password sharing by multiple employees.

Employees generally authenticate to HubSpot product infrastructure using SSH keys. Where passwords are allowed, the password policy requires 12 character passwords. Additionally, many of the capabilities we use to build the HubSpot products leverage multi-factor authentication or are protected by single-sign on solutions that enforce multi-factor authentication.

4.6.2 ACCESS MANAGEMENT
HubSpot has regimented and automated authentication and authorization procedures for employee access to HubSpot systems, including the marketing and sales platforms. All access is logged. Most frequently, access is granted based on a role-based access control model. Just in time access is built into automated procedures around a set of rigorous authorization mechanisms.
We built an extensive set of support systems to streamline and automate our security management and compliance activities. In addition to many other functions, the system sweeps our product and corporate infrastructure several times daily to ensure that permission grants are appropriate, to manage employee events, to revoke accounts and access where needed, to compile logs of access requests, and to capture compliance evidence for each of our technology security controls. These internal systems sweep the infrastructure validating that it meets approved configurations on a 24-hours basis.

4.6.3 BACKGROUND CHECKS
All HubSpot employees undergo an extensive 3rd party background check prior to formal employment offers. In particular, employment, education, and criminal checks are performed for all potential employees. Reference verification is performed at the hiring manager's discretion. All employees receive security training within the first month of employment as part of the HubSpot security program along with role-specific follow-up training. All employees must comply with Non-Disclosure Agreements and Acceptable Use Policy as part of access to corporate and production networks.

4.6.4 VENDOR MANAGEMENT
We leverage a small number of 3rd party service providers who augment the HubSpot products’ ability to meet your marketing and sales needs. We maintain a vendor management program to ensure that appropriate security and privacy controls are in place. The program includes inventorying, tracking, and reviewing the security programs of the vendors who support HubSpot.

Appropriate safeguards are assessed relative to the service being provided and the type of data being exchanged. Ongoing compliance with expected protections is managed as part of our contractual relationship with them. Our Security team, General Counsel, and the business unit who owns each contract coordinate unique considerations for our providers as part of contract management.

4.6.5 SECURITY AWARENESS & SECURITY POLICIES
To help keep all our engineering, support, and other employees on the same page with regard to protecting your data, HubSpot developed and maintains a Written Information Security Policy. The policy covers data handling requirements, privacy considerations, and responses to violations, among many other topics.

With this policy and the myriad protections and standards in place, we also ensure HubSpotters are well-trained for their roles. Multiple levels of security training are provided to HubSpot employees, based on their roles and resulting access. General security awareness training is offered to all new employees and covers HubSpot security requirements. After initial training, different training tracks are available based on an employee's role. Developer-specific training is provided by and tailored to HubSpot's engineering teams. In general, engineering training sessions are held weekly, a portion of which include security materials. Recurring training is provided through regular updates, notices, and internal wiki publications.

4.7 INCIDENT MANAGEMENT
HubSpot provides 24x7x365 coverage to respond quickly to all security and privacy events. HubSpot’s rapid incident response program is responsive and repeatable. Pre-defined incident types, based on historical trending, are created in order to facilitate timely incident tracking, consistent task assignment,
escalation, and communication. Many automated processes feed into the incident response process, including malicious activity or anomaly alerts, vendor alerts, customer requests, privacy events, and others.

In responding to any incident, we first determine the exposure of the information and determine the source of the security problem, if possible. We communicate back to the customer (and any other affected customers) via email or phone (if email is not sufficient). We provide periodic updates as needed to ensure appropriate resolution of the incident.

Our Chief Security Officer reviews all security-related incidents, either suspected or proven, and we coordinate with affected customers using the most appropriate means, depending on the nature of the incident.

5 PRODUCT SECURITY FEATURES

HubSpot’s security program is designed to protect all of the HubSpot products. Each product takes advantage of common application development security best practices as well as infrastructure security and high availability configurations.

Whether our products are free or paid, feature-rich or lightweight, HubSpot works hard to maintain the privacy of data you entrust with us. Data you store in HubSpot products is yours. We put our security program in place to protect it, and use it only to provide the HubSpot service to you. We never share your data across customers and never sell it.

5.1 HUBSPOT MARKETING

About: The HubSpot marketing product is our industry-leading marketing automation solution. It provides easy-to-use and effective tools to manage your inbound marketing strategy.

Hosting: Primary COS infrastructure is hosted in Amazon Web Services. HubSpot’s hosting strategy enables additional redundancy capabilities, architecture flexibility, and infrastructure responsiveness. Our deployment processes leverage network security, server security, and availability features, described above.

Web Application Firewall: Customer sites hosted on the HubSpot products leverage the protections of our world-class Web Application Firewall (WAF). By default, your HubSpot-hosted website, blogs, landing pages, and other online presence is protected from state-of-the-art Distributed Denial of Service (DDoS) and other web application attacks. When security events occur, HubSpot’s Security Operations and Technical Operations teams take immediate action to ensure that your sites are protected continuously 24x7x365.

Transport Layer Security: HubSpot marketing customers have the ability to enable and configure TLS services for their sites, landing pages, and related visitor engagement. By default, TLS certificates use Subject Alternative Names and are managed through our content delivery provider, Akamai. If you are interested in taking advantage of other TLS options, please discuss our SSL offerings with your favorite HubSpotter. For more information about how to get started, please see this Academy article.

5.2 HUBSPOT SALES
**About:** HubSpot Sales products include our free, easy to use CRM system your sales team will love. Sales professionals can start using CRM for no cost and with no headaches. Getting started with HubSpot CRM takes minutes at [HubSpot’s CRM product page](#).

**Secure by default:** CRM takes advantage of the same sophisticated security measures that help protect the other HubSpot products. We leverage the advanced secure software development, infrastructure management, and alerting methodologies that we have honed in our years of product development.

**Privacy:** Whether our products are free or paid, feature-rich or minimal, HubSpot always maintains the privacy of data you entrust with us. Data you store in HubSpot products is yours. We use it only to provide the HubSpot service to you - we don't share it across customers and never sell it.

**Hosting:** CRM infrastructure is hosted in Amazon Web Services, taking advantage of the infrastructure redundancy and flexibility that exists throughout HubSpot’s infrastructure. Our hosting strategy also helps ensure world class infrastructure and network security and availability.

**Access control:** The HubSpot CRM provides easy to manage and intuitive roles that give the right access to the right sales team members. Please see [our Knowledge article for more information about user roles](#).

### 5.3 HubSpot Sales Tools

**About:** The HubSpot Sales products also include HubSpot’s award-winning suite of sales tools that help professionals better engage with their leads and improve conversion.

**Usage model:** The HubSpot Sales tools live in your browser and mail client and extends your ability to engage with your sales leads by providing valuable details about the contacts and companies you find and interact with in your inbox and on the web. Users can take advantages of Sales tools with [Gmail](#), [Outlook for Desktop](#) or [Outlook 365](#), and information about your Sales settings, configuration, and use are available in [your Sales Stream](#).

**Hosting:** Primary Sales backend infrastructure is hosted in Amazon Web Services and additional capabilities are provided through Google App Engine. Our hosting strategy takes advantage of the infrastructure redundancy and flexibility that exists throughout HubSpot’s infrastructure.

**Data storage:** HubSpot Sales stores email message metadata in order to provide email tracking, link wrapping, and Connections services. Data is stored in protected stores within the HubSpot infrastructure, and access to the data is tightly controlled. Access to the data stores is assigned to a limited to a small set of HubSpot employees based on their roles, and access is limited to the individuals who need it in order to respond to customer support and related requests.

**Seamless updating:** Sales tools are designed to help increase your productivity. One step we’ve taken to improve your experience is automatically updating the plugin. Instead of being interrupted by recurring notifications to update your software, the plugin handles its updating process without getting in your way.
6  THIRD PARTY AUDITS AND CERTIFICATIONS OF HUBSPOT SECURITY CONTROLS

HubSpot is TRUSTe certified for Enterprise Privacy and maintain compliance with the EU-US Privacy Shield. We also earned SkyHigh’s CloudTrust rating of “Enterprise Ready”. Our services are housed in the US with world-class data center providers Amazon Web Services and Google Cloud Platform. All HubSpot data center providers are SOC 2 Type II and ISO 27001 certified and maintain facilities secured against electronic and physical intrusion.

7  DOCUMENT SCOPE AND USE

HubSpot values transparency in the ways we provide solutions to our customers. This document is designed with that transparency in mind. We are continuously improving the protections that have been implemented and, along those lines, the information and data in this document (including any related communications) are not intended to create a binding or contractual obligation between HubSpot and any parties, or to amend, alter or revise any existing agreements between the parties.