✔ smartsheet

Smartsheet Information Security and Data Governance

Smartsheet leads by example with cybersecurity, privacy, and data protection programs

Overview

Smartsheet has implemented industry-leading defense-in-depth strategies using a combination of people, process, and technology to protect our platform and customer data. Our cybersecurity program focuses on safeguarding the confidentiality, integrity, and availability of the service, and we implement a variety of controls to maintain these safeguards.

Using a holistic approach, the cybersecurity, privacy, and data protection programs begin with strategic information security policies defined and supported by the Smartsheet Information Security Steering Committee (ISSC) and Executive Management. These policies are designed to align with the organization's strategic risk management practices, proactively manage and monitor security risks, promote security through process maturity and effective system architecture, and enable users to make prudent decisions about security risks through training and awareness.

Data security

We build security into our product to ensure that your most valuable asset—your data—is protected. Smartsheet contracts with third parties to complete audits of our security practices, including a SOC2 Type II assessment and attestation, ISO certification, and third-party technical security assessments with penetration test firms.

Smartsheet uses encryption through our platform to ensure your data is protected from unauthorized disclosure. Having built the platform with encryption in mind, our customers will find that encrypted connections to the platform can only be made via https with up-to-date TLS versions and AES encryption. Once customer data is in the platform, it is securely protected with AES encryption at-rest within our hardened Amazon Web Services (AWS) environment.

Privacy

At Smartsheet, we value your privacy and respect your right to know how information about you is collected and used. Our privacy notice describes how Smartsheet collects, uses, and discloses personal and other information we gather through our websites, our mobile applications, and the Smartsheet platform. Learn more about Smartsheet privacy practices at www.smartsheet.com/trust/privacy.

Operational management

We have implemented policies and procedures designed to ensure that your data is secure and backed up to multiple physical locations. Our teams are continually evaluating new security threats and implementing updated countermeasures designed to prevent unauthorized access or unplanned downtime of the subscription service. Access to all Smartsheet production systems and data is limited to

authorized members of the Smartsheet Engineering Team based on the principles of least privilege and need-to-know. We review these rights regularly to ensure that they align with those principles.

Smartsheet publishes system status information on the Smartsheet status site. Smartsheet typically notifies customers of significant system incidents by email, if they have signed up for automatic updates on the Smartsheet status site.

Data center security, continuity, and redundancy

We work with AWS, the market leader in public cloud services, in order to ensure that you can deliver services to your organization confidently on a platform, you can trust. We have multi-site data redundancy through AWS hosting services and their services that are rigorously reviewed and tested resulting in attestations and certifications including SOC 2, ISO 27001, and FISMA. AWS facilities include rigorous physical protections, including multi-factor physical authentication protocols, continuous surveillance, and 24x7 production environment management.

Smartsheet also maintains internal processes and plans in order to address business continuity events and disaster recovery scenarios. These plans are reviewed and tested on an annual basis and are distributed to applicable staff throughout the organization. Our usage of AWS services allows us to operate in multiple AWS data centers that are geographically isolated in order to prevent a simultaneous impact at all of the data centers where Smartsheet production services operate.

User Activity Monitoring

Running your business processes — from team projects to strategic initiatives — on Smartsheet means that it's critical to have detailed, enterprise-wide visibility into user activity. Smartsheet offers several types of logs in the application for customers to review and determine if activities align with organizational policies. These include a user login history, a sheet access report, a sheet Activity Log, and cell level history in a sheet. Specific details on each are identified in the articles below:

- How to view user login history
- How to manage users in a multi-user plan
- How to track the history of changes with Activity Log

Additionally, Smartsheet offers a premium capability known as Event Reporting. With Smartsheet Event Reporting, you can monitor user behavior, and view activity and actions taken within the Smartsheet platform. Event Reporting helps to ensure organizational compliance by showing you the granular details of who is doing what in Smartsheet and when. You can quickly identify abnormal behavior and affirm that your company's data is being used within the established guardrails.

Access management

The Smartsheet platform supports a Role-based access control (RBAC) model with respect to administration, where system administrators can manage higher privilege features of their plan such as user administration or administration of sheet sharing. With respect to the sharing of sheets, Smartsheet operates on a discretionary access control (DAC) model for the purposes of sharing sheets and collaboration. By default, sheets are not accessible unless shared with a user either directly or in a workspace. For full details, review our articles on User Types and Sharing Permissions Explained and Account-Level User Types for Multi-User Plans.

Configurations

Smartsheet offers a number of controls for multi-user plans, which allow customers to manage their plans at scale. Our Admin Center helps Smartsheet System Admins to easily identify what administrative capabilities are available to them. These capabilities include the ability to globally configure user types, automatically add users to an Enterprise account with automated user provisioning, and adjust account settings for features and working days.

Audits and certifications

The following security and privacy-related audits and certifications are applicable to the Smartsheet Cloud-Based Platform and services.

- **ISO27001/27701/27018**: Smartsheet undergoes an annual audit resulting in certification against ISO standards. The resulting certificates address our ISMS, our PIMS, and PII protection.

- **SOC 2/SOC 3**: Smartsheet undergoes annual examination and testing as part of the SOC auditing process. The resulting external audit reports attest to the design and operating effectiveness of internal controls across our business, including security, availability, and confidentiality.

- With the invalidation of EU-U.S. and Swiss-U.S. Privacy Shield, Smartsheet is currently monitoring the status of proceedings. We continue to provide information related to our customer's privacy through our privacy notice pages located on our Trust Center.

- **DoD/DISA Impact Level 4 (IL4)**: Smartsheet has received an ATO with the Department of Defense at IL-4. This specifies the applicability of the service for data classified at the level of Controlled Unclassified Information or lower.

- **FedRAMP (moderate)**: Smartsheet was selected for the FedRAMP Connect program by the Joint Authorization Board (JAB), which prioritized Smartsheet Gov for certification based on demand from federal government agencies. Smartsheet Gov is a new Smartsheet environment with FedRAMP authorized status, making it easier for the U.S. government to use Smartsheet for managing their work while helping them meet their security and compliance requirements.

- **Sarbanes-Oxley Act of 2002**: Smartsheet is a public company and is required to be compliant with Sarbanes-Oxley (SOX). SOX compliance helps build a cohesive internal team and improves communication between teams involved with the audits.

As noted on Smartsheet's legal webpage, Smartsheet uses infrastructure provided by Amazon Web Services, Inc. ("AWS") to host Customer Data. Information about security and privacy-related audits and certifications received by AWS is available from the AWS Security website and the AWS Compliance website.

For a full list of our certifications and additional whitepapers and datasheets, visit the Smartsheet Trust Center.

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