



Data Sheet Privacy & Security

Customer Resource Guide



As a global company with users in nearly every country around the world, GoTo has implemented a comprehensive global data privacy and security program designed to protect the personal and confidential information entrusted to us by our customers, users, and end-users. To learn more about our products and their specific certifications we encourage you to click the product icons at the bottom of the [GoTo Trust & Privacy Center](#) homepage.

Data Privacy & Security

[Privacy Program Overview](#) which includes information about legal (e.g., CCPA, GDPR and, LGPD) and transfer (e.g., EU Model Clauses) frameworks.

[Technical and Organizational Measures](#) or “TOMs” documents describe product-specific technical and organizational measures including encryption standards, retention periods, and other helpful product-level information.

[Sub-Processor Disclosures](#) which include information about data center locations as well as third parties, service providers, and GoTo affiliates used in providing the applicable GoTo service. We also offer the ability to subscribe to receive e-mail updates to our Sub-processor Disclosures [here](#).

Agreements & Policies

[GoTo's Legal page](#) was created to provide a comprehensive overview of our legal contract terms, conditions, policy statements including:

[Data Processing Addendum \(DPA\)](#)

pre-signed and available in DocuSign in multiple languages. Our DPA is designed to address applicable data privacy laws including CCPA, GDPR, and LGPD.

[Business Associate Agreement \(BAA\)](#)

pre-signed and available through DocuSign for GoTo Meeting, GoTo Webinar, GoTo Training, and GoTo Connect.

Independently Verified Certifications

Our product portfolio maintains robust third-party security and privacy certifications and aligns to globally recognized frameworks. Click the product icons on the [Trust & Privacy Center](#) for product-specific applicability.



SOC3 serves as third-party validated evidence of the efficacy of our cybersecurity risk management program. You can download our SOC3 reports, which affirm completion of SOC2 Type II, [here](#).



BSI C5 certification for cloud computing compliance with the Germany Federal Office for Information Security.



APEC CBPR and **PRP** certifications; read more on our blog [here](#).



ISO 27001 is a validated attestation of our compliance with the ISO27001 standards framework for our Information Management Systems.



TRUSTe Enterprise Privacy takes into account applicable data protection laws and frameworks and demonstrates our responsible data collection, processing, and privacy management practices.

Readily available resources at your fingertips.

Visit GoTo.com/company/trust for more information.

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