

IPS Customer Data White Paper

How IPS Uses, Protects, and Governs Customer Data

1. What Is Customer Data?

Customer Data refers to any data you provide to IPS (directly or on your behalf) for the purpose of enabling us to deliver our products and services.

Customer Data does not include Systems Data, which is collected automatically from IPS platforms, infrastructure, or services.

2. How IPS Uses Customer Data

IPS processes Customer Data for a single, clear purpose:

Purpose: To deliver, operate, and support IPS products and services.

Benefit to You: Your data ensures our technology performs as expected—allowing IPS platforms, AI engines, and security services to function reliably, securely, and efficiently throughout day-to-day operations.

3. Core Principles for Customer Data Protection

I. Purpose Limitation: IPS and its affiliates process Customer Data only to deliver the products and services you have purchased.

This limitation is also contractually enforced with all subcontractors and sub-processors.

II. Confidentiality & Security: All Customer Data is treated as confidential and is safeguarded using IPS OneSecure™ Information Security Measures.

III. Controlled Disclosure: IPS only discloses Customer Data to:

1. Authorized IPS affiliates involved in providing services, and
2. Approved third-party sub-processors,
unless disclosure is legally required by a court or government authority.

IV. No Use for Generative AI Training: IPS does not and will never use Customer Data to train generative AI models.

All subcontractors and sub-processors are contractually restricted from doing so.

V. Customer Control: You choose the Customer Data provided to IPS and retain full ownership and control over that data.

4. Interaction with Other Data Types

Personal Data: If any Customer Data contains or overlaps with Personal Data, IPS will process it in accordance with:

- Applicable data-protection laws (GDPR, PDPL, PIPEDA, etc.)
- The IPS Data Processing Addendum (DPA)
- IPS Global Privacy Policy

For details on how IPS handles personal information, please refer to the IPS Personal Data White Paper.

Systems Data: While processing Systems Data, IPS may incidentally encounter Customer Data. In such cases:

- Customer Data is used solely to provide IPS products or services, and
- Is protected under your contractual agreements (such as the IPS End User License Agreement).

For additional information on Systems Data, see the IPS Systems Data White Paper.

5. Security of Customer Data

IPS secures Customer Data through rigorous technical and organizational controls described in the IPS Information Security Measures documentation, which forms part of the IPS End User License Agreement.

These measures include:

- Encryption and secure transport
 - Zero Trust enforcement
 - Monitoring and access controls
 - Data integrity and lifecycle protections
 - Secure engineering and operational processes
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6. Examples of Customer Data

Examples include:

- Network packets passing through your environment
 - Files uploaded to IPS Support during troubleshooting
 - Content sent through email communication or support requests
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About This White Paper

This document is provided for informational purposes only and may be updated as IPS evolves its products, processes, and security practices.