

Our data protection promise

Core values

Syntax is a global IT service and managed cloud provider. The basic prerequisite for this is information security and data protection. For us, the protection of personal data is therefore also an integral part of our business model. We ensure the **confidentiality, availability** and **integrity** of the data entrusted to us throughout its entire lifecycle. After all, Syntax thrives on the trust of its customers, business partners and employees. Our **high level of data protection** is based on the following fundamental principles:

INFORMATION SECURITY MANAGEMENT SYSTEM

Failure safety, quality and the **protection** of systems, information and knowledge of our customers and business partners have the highest priority. Our information security management system (ISMS) has therefore been designed and certified on the basis of **ISO 27001** and is also confirmed by ISAE certification. We are also **TISAX certified**, which is a concretization of ISO 27001. Our ISMS guarantees the data protection requirements for Privacy by Design and Privacy by Default as well as the alignment of our protection measures with the current state of the art.

DATA SECURITY MANAGEMENT SYSTEM

Our data protection management system (DSMS) is structured according to the requirements of **ISO 27701** and therefore complements the ISMS with data protection-specific aspects. We achieve a high level of data protection through practiced data protection principles, clear assignment of responsibilities and our personnel trained in data protection law. The basis for the DSMS is our data protection manual, which serves as a guide to compliance with the GDPR for Syntax employees.

DATA SECURITY IN INTERNATIONAL DATA TRANSFER

We ensure a comparable level of data protection through the respective valid EU Standard Contractual Clauses, including with service providers based outside Europe. This also includes the involvement of Syntax entities in the provision of services which are based outside the European Economic Area. When using public cloud technologies, such as Microsoft Azure or AWS, the corresponding provisions of these companies apply, which are agreed as part of the service specifications (see also FAQ 2).

FAQ

Which subcontractors does Syntax use and where are they located?

Annex 2 to the Data Processing Agreement lists the companies that will be involved as sub-processors, depending on the specific service.

How is my data protected when using public cloud technologies?

Standards such as the BSI's C5 criteria catalog (Cloud Computing Compliance Criteria Catalogue) or ISO 27001 ensure minimum requirements. For international data transfer, the usual requirements are used by the public cloud providers; generally Standard Contractual Clauses form the basis for the transfer in accordance with Art. 44 ff GDPR. Depending on the specific design of the service, technical options and procedures for data encryption in transport and data storage are also offered. We will be happy to advise you individually.

Where is my data stored and processed?

Data that we store for our customers as part of our Syntax Enterprise Cloud hosting services (excluding public cloud) is stored in the German data centers in Weinheim and Mutterstadt. Data that we process for support or change request tickets is stored in European data centers. In doing so, our entities outside the European area can access these tickets in order to be able to process any incident 24/7. International data transfers always take place on the basis of Standard Contractual Clauses or in the case of data transfers in the intra-european area on the basis of Data Processing Agreements.

What certifications does Syntax have?

You can find a detailed list of our current certifications [here](#).



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