

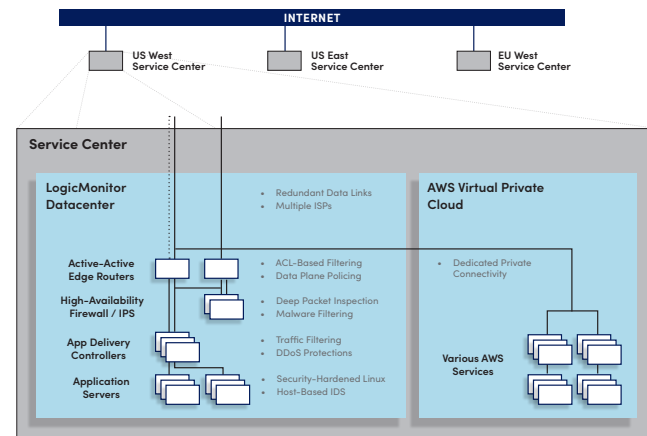
LogicMonitor maintains multiple layers of security controls across our application, infrastructure, and business operations. Our rigorous defense-in-depth approach ensures that your data is protected.

Platform Security

- TLS 1.3 encryption – with only the strongest keys and ciphers – is used to secure all network communication between your environment and LogicMonitor
- AES-256 encryption is used to protect device access credentials, user account information, LM Logs™ data, LM Config™ files, and all other confidential information stored to disk
- Strong user authentication using either our built-in two-factor system or integration with your SAML Identity Provider
- Robust access management via fine-grained role-based access control
- Network allow-lists ensure the platform can be accessed only from customer-specified IP address and netblocks

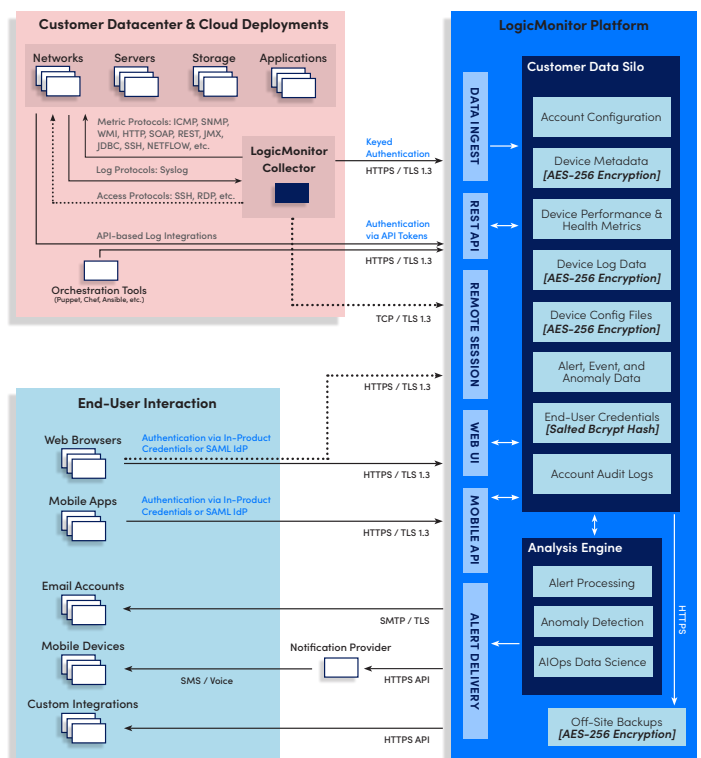
Operational Security

- Built on security-hardened Linux servers with both perimeter and host-based intrusion prevention systems
- N+1 redundancy is integrated throughout the platform architecture to ensure high-availability
- Multi-factor authentication required for individual access to any system, with roles assigned based on least-privilege to prevent unauthorized access
- Rigorous background checks and ongoing training ensure all LM employees can meet their security obligations



Collector Security

- Each LM Collector is uniquely keyed to a customer account using modern cryptographic techniques
- All communication is initiated outbound by the Collector itself – no inbound connectivity ensures that it's resistant to attack
- Device access credentials are stored only in Collector memory and never written to disk



Third-Party Compliance

- LM security is certified against the stringent ISO 27000 series and SOC2 Type 2 standards
- Regular penetration testing of our application and infrastructure by professional cybersecurity firms validates our defenses
- Personal information is handled in compliance with global privacy regulations such as GDPR and CCPA



For more details on LogicMonitor's security stance see the LogicMonitor Security Whitepaper available at www.logicmonitor.com/security