

Smartsheet Information Security and Data Governance

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

Overview

Smartsheet has implemented industry leading, in-depth defense strategies through a combination of people, processes, and technologies to protect the confidentiality, integrity, and availability of Smartsheet environments and assets.

Utilizing a holistic approach, the cybersecurity, privacy, and data protection programs at Smartsheet begin with strategic information security policies defined and supported by the Smartsheet Information Security Steering Committee (ISSC) and the executive management team. 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, and third-party technical security assessments with penetration test firms. Furthermore, the Smartsheet vulnerability management program automates the identification and remediation of network and system vulnerabilities across Smartsheet corporate and production environments.

Smartsheet uses encryption to safeguard your data and help you maintain control over it. Here's what you can rely on from Smartsheet: all data is durably stored with National Institute of Standards and Technology (NIST) approved ciphers, transport layer security (TLS) technology, AES 256-bit at-rest encryption, and Amazon's S3 service to store and serve uploaded files.

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 work execution platform.

- We recognize the privacy rights of our prospects, customers, and partners and adhere to global privacy regulations, including the European Union's [General Data Protection Regulation \(GDPR\)](#).
- We offer a Data Processing Agreement for our customers who require specific terms for the processing of content that includes personal information. If you have determined that you require a DPA with Smartsheet, you may submit a [form](#) agreeing to the terms of the DPA at <https://www.smartsheet.com/legal/DPA>

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 Technical Operations team based on the principles of least privilege and need-to-know.

Smartsheet publishes system status information on the [Smartsheet status site](#). Smartsheet typically notifies customers of significant system incidents by email and/or text message, if they have signed up for automatic updates on the Smartsheet status site.

Data center security, continuity, and redundancy

We work with industry-recognized hosting partners to ensure that you can deliver services to your organization confidently on a platform you can trust. We have multi-site data redundancy, hosting at Equinix and AWS facilities, and our facilities are SOC 1, SOC 2, ISO 27001, and FISMA examined and certified. Our monitoring includes biometric scanning protocols, continuous surveillance, and 24x7 production environment management.

Smartsheet 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 data centers are geographically isolated (approx. 600mi) from each other to prevent the data centers from being impacted simultaneously in the event of a large scale natural disaster.

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 to 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 help articles below:

- [How to view and export your user login history](#)
- [How to manage users in a multi-user plan](#)
- [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 letting you see 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 application supports a RBAC model with respect to administration, where system administrators can manage higher privilege features of the account such as user administration or administration of sheet sharing. With respect to the sharing of sheets, Smartsheet operates on a discretionary access 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 the following help articles:

- [User types and sharing permissions explained](#)
- [Account-level user types for multi-user plans](#)

Configurations

Smartsheet offers a number of configuration controls that allow you to set up plans and users in a way that best supports your business objectives. [Globally configure user types](#) to designate what individuals can and can't do with your Smartsheet account, automatically add users to an enterprise account with [automated user provisioning](#), or adjust [account settings for features and working days](#).

Audits and certifications

The following security and privacy-related audits and certifications are applicable to Smartsheet's core application services.

- **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.
- **EU-U.S. and Swiss-U.S. Privacy Shield certification:** Customer data submitted to the Covered Services is within the scope of an annual certification to the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework as administered by the U.S. Department of Commerce. The current certification is available at <https://www.privacyshield.gov/list> by searching under "Smartsheet".
- **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 our [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, including ISO 27001 certification and SOC reports, is available from the [AWS Security website](#) and the [AWS Compliance website](#).

For a full list of our certifications and additional white papers and data sheets, visit the [Compliance page](#) on the [Smartsheet Trust Center](#).