Data & Security

Support and Policies · https://mriacrm.com/docs/data-and-security/

At Mria Labs Inc., earning and keeping your trust is our top priority. Mria CRM is built on Atlassian's Forge developer platform, giving you the confidence that your data is handled with the same high standards of security and compliance as Atlassian itself.

By leveraging Atlassian's SOC 2 aligned infrastructure, we ensure that your data is encrypted, access-controlled, monitored, and backed up according to industry best practices.

This document outlines our approach to data security, privacy, residency, and compliance giving you full transparency into how we protect and manage your information.

Built on Atlassian

Mria CRM is built on Atlassian's Forge developer platform, allowing customers to benefit from Atlassian's SOC 2 controls and compliance posture.

Forge is Atlassian's cloud app development platform, allowing developers to host apps on infrastructure that is provisioned, managed, monitored, and scaled automatically by Atlassian.

Mria CRM proudly carries the **Runs on Atlassian** badge, demonstrating our commitment to security and compliance. This means:

1. Mria CRM exclusively uses Atlassian-hosted compute and storage.
2. Mria CRM supports data residency that matches data residency provided by the host Atlassian app.
3. Customers are in control of data egress, such as analytics and logs, and can fully block data egress at any time.

You can find more information here: https://developer.atlassian.com/platform/forge/runs-on-atlassian/

Data Residency

Mria CRM is built on Forge and hosted on Atlassian infrastructure with data stored there.

Mria CRM supports data residency in the same regions as the host product. Forge will take care of the hosting, pinning, and migration of hosted data between supported locations.

This means that the data from both Atlassian apps and Mria CRM using persistent Forge hosted storage will be hosted in the admin's chosen location. As a result:

- If an admin installs Mria CRM using persistent Forge hosted storage on an Atlassian app that's pinned to a location, the app will automatically be located there too.
- If an admin migrates the data of a pinned Atlassian app to a different location, then all installed, Mria CRM will also be migrated there as well.

In addition, Forge supports remote data residency.

More on the topic: https://developer.atlassian.com/platform/forge/data-residency/

Forge & SOC 2 Compliance

Mria CRM is built on Atlassian’s Forge developer platform, allowing customers to benefit from Atlassian’s SOC 2 controls and compliance posture.

Data Security & Availability

- Data stored in Forge app storage is encrypted at rest using AES-256 (SOC 2 - CC 6.1).
- All data is stored by Atlassian on behalf of apps and is backed up and can be restored in the event of an incident (SOC 2 - CC 5.3, A 1.1).

Vulnerability Management

- The Forge platform infrastructure is hardened to provide a secure runtime for apps, preventing the bypassing of security controls (SOC 2 - CC 6.6).
- Regular scanning is performed to identify and remediate security misconfiguration vulnerabilities (SOC 2 - CC 7.1).

Access Control

- Access to Forge system components and related storage is strictly limited to authorized users (SOC 2 - CC 6.1 – 6.3).
- Strong password policies and authentication configurations are enforced for all access points (SOC 2 - CC 6.1 – 6.3).

Physical Security

- Forge leverages cloud service providers with rigorous physical protections, controlled facility access, and redundancy measures (SOC 2 - CC 6.4, CC 6.5).

Network Security

- Data in transit is encrypted using TLS 1.2 or higher (SOC 2 - CC 6.7).
- Network configurations are designed to permit only authorized connections to Forge system components (SOC 2 - CC 6.6).

Monitoring & Alerting

- The platform is continuously monitored to detect degraded performance, security incidents, or abuse events, with alerts raised for prompt action (SOC 2 - CC 7.2, A 1.1).

Privacy Policy

For a full overview of the types of data we collect, how we use it, and your rights as a user, we invite you to read our **Privacy Policy**.

You can also explore our **Trust Center** for more information about our security practices, compliance certifications, and ongoing commitment to transparency.