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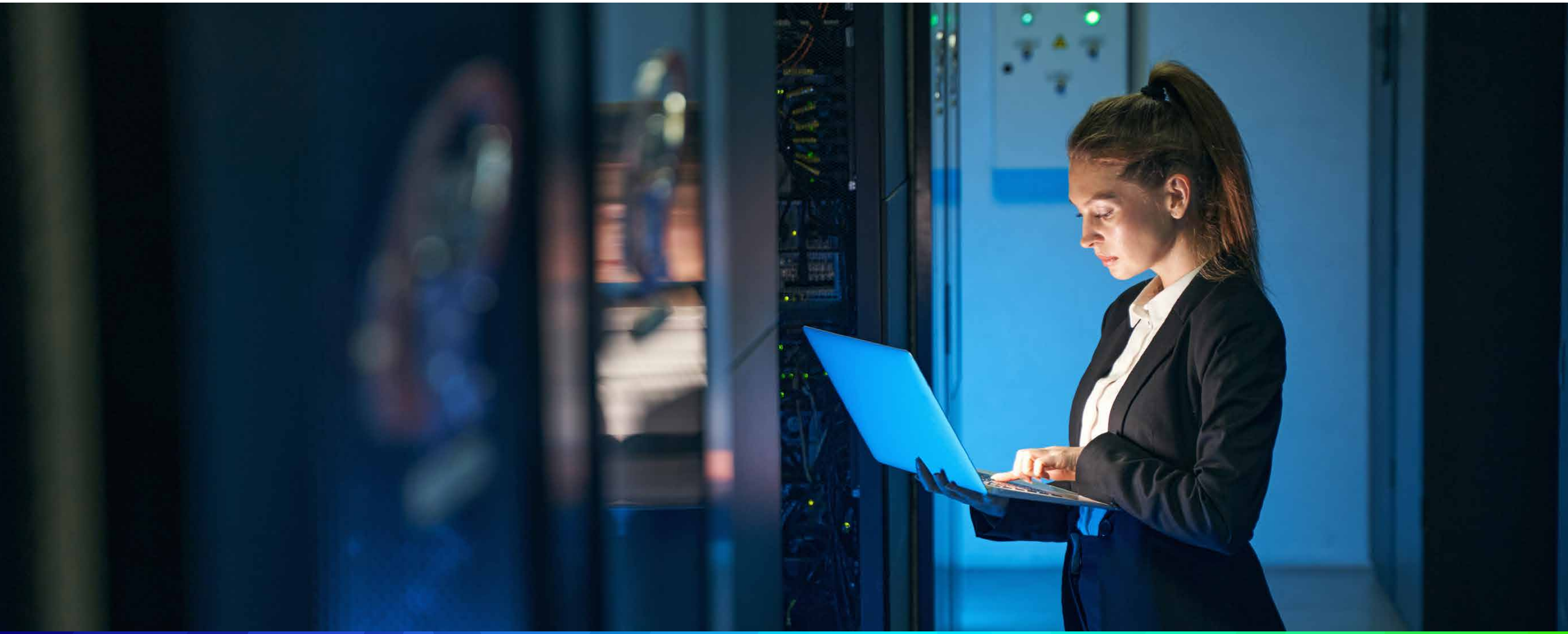


Managed Metasys® Server

Cybersecurity and Data Privacy Sheet

johnsoncontrols.com

The power behind **your mission**

Solution overview

Managed Metasys® Server is an innovative solution for monitoring and maintaining Metasys servers. Johnson Controls hosts your building automation system's server in the Microsoft Azure environment that is protected by a Zero Trust Airwall, resulting in a secure, robust and scalable service. The experts in the Johnson Controls Remote Operations Center (ROC) manage the health, security and functionality of your server with proactive services such as patches and upgrades.

Managed Metasys Server gives you all the benefits of a server system without any of the work, worry or large, up-front investment. You can access all the advantages of a server-supported Metasys system without the need to invest in hardware or human resources.

Multiple site management

Data enrichment

Device management

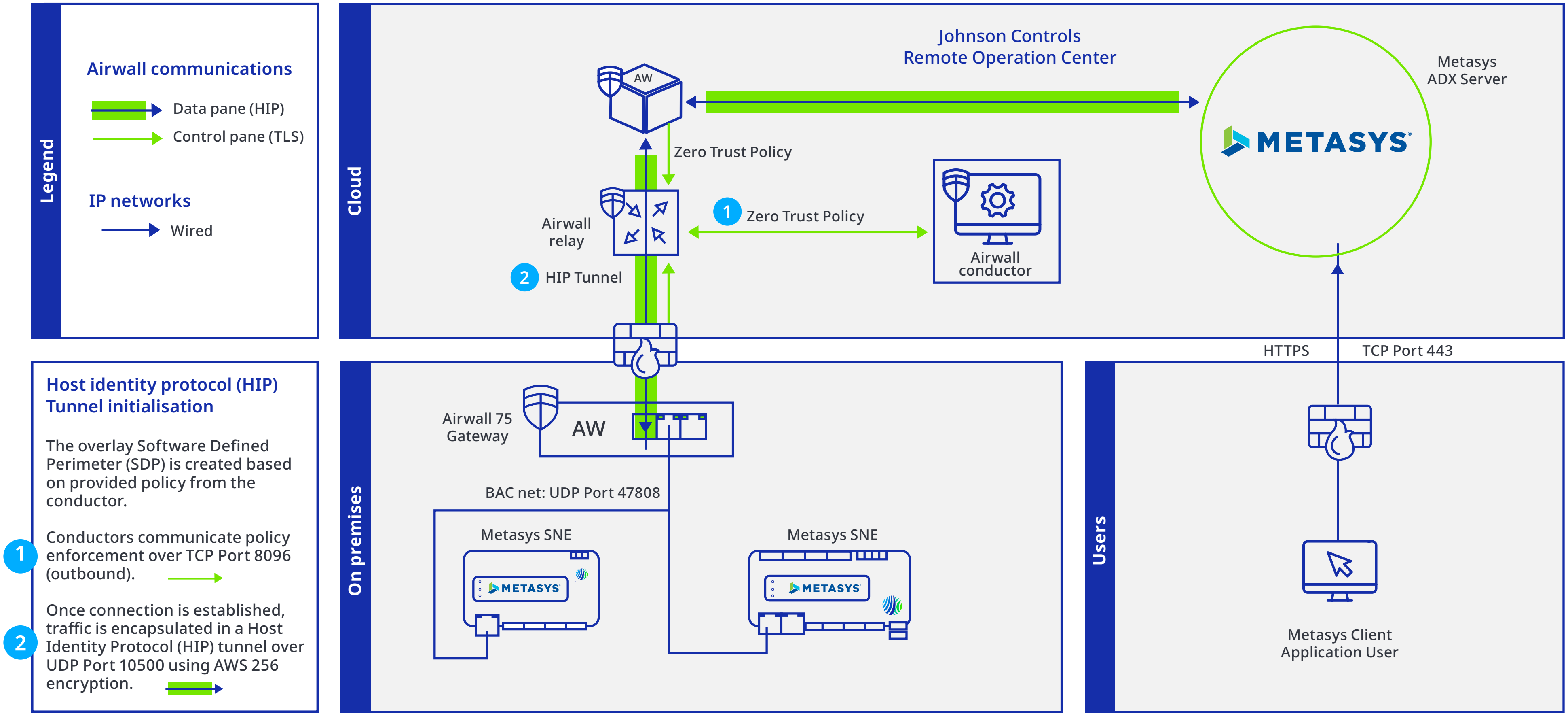
Prioritization and enhanced security

General cybersecurity features

Security is designed into all Johnson Controls products, including hardware, software and hosted services. We work with expert partners in government and industry to maintain our customer's regulatory compliance.

- **Setup, installation and ongoing maintenance** for your server in a Microsoft Azure cloud environment, ensuring maximum uptime and security
- **Outbound communications** – only two outbound ports are required for site-to-cloud exchange
- **Enhanced cybersecurity** through the latest software version and IT best practices
- **Hidden IP addresses** - IP addresses for on-premise assets are not exposed to the internet
- **Zero Trust policy-managed authorizations** - only defined paths are permitted between the site and cloud services
- **Zero Trust connection** - all messages are sent to cloud services using a Software Define Perimeter (SDP) network built on Zero Trust architecture which further encapsulates all traffic from the site using Host Internet Protocol (HIP)
- **24/7/365 monitoring** with rapid notification in case of communication interruptions to the server
- **Nightly server and database backups** storing data from past backups for easy restoration if needed
- **Disaster recovery plan** for minimal downtime and fast data recovery

Managed Metasys® architecture



Legend

Airwall communications

Data pane (HIP)

Control pane (TLS)

IP networks

Wired

Cloud

Johnson Controls
Remote Operation Center

AW

Zero Trust Policy

Airwall relay

1 Zero Trust Policy

2 HIP Tunnel

Airwall conductor

Metasys ADX Server

METASYS

HTTPS

TCP Port 443

On premises

Airwall 75 Gateway

AW

BAC net: UDP Port 47808

Metasys SNE

METASYS

Metasys SNE

METASYS

Users

Metasys Client Application User

Host identity protocol (HIP) Tunnel initialisation

The overlay Software Defined Perimeter (SDP) is created based on provided policy from the conductor.

1 Conductors communicate policy enforcement over TCP Port 8096 (outbound).

2 Once connection is established, traffic is encapsulated in a Host Identity Protocol (HIP) tunnel over UDP Port 10500 using AWS 256 encryption.

Architecture and data flow

Data flow specifics depend on the components the customer chooses and the implementation of our solution in their facility.

ISASecure® Security Development Lifecycle Assurance (SDLA) program certified

All Johnson Controls global development locations were found to be in compliance with this security lifecycle development certification conforming with ISA/IEC 62443-4-1 and encompassing all associated brands. This certification reinforces our customer commitment to provide cyber-resilient solutions that follow best-in-class industry practices.

Visit **www.johnsoncontrols.com/cyber-solutions** today for more information.

Data privacy

Johnson Controls has a Global Privacy Office and a Global Privacy Program, involved at the beginning and throughout the design and development of our processes, activities, products, services and solutions, in accordance with internationally accepted principles of Privacy by Design. The Johnson Controls Global Privacy Program is led by our privacy experts and designed with the most stringent global privacy and data protection laws. In addition to product-related information provided in this section, please visit www.johnsoncontrols.com/trust-center/privacy for more details on our Global Privacy Program.

Personal data processing details of Managed Metasys Server

See below details on each category of personal data processed by Managed Metasys Server, types of personal data within each category and the purpose of processing each type:

Personal data category	Type of personal data	Purpose of processing
Work-related identification details	User's first and last name User's email ID User's mobile number	Account management Notification routing

Retention and deletion of personal data

Johnson Controls has a Global Records Management Program which includes a Global Records Retention Policy and procedures. The purpose of our Global Records Management Program is to detail the responsibilities and working instructions necessary for the use, maintenance, retention or deletion of data Johnson Controls is processing. The Global Records Management Program applies to all worldwide locations and legal entities controlled by Johnson Controls.

When Johnson Controls processes personal data on behalf of a customer, or when products are operating on the customer's site to the extent provided by a product's functionalities and upon a system's configuration, customers may access such data and delete it at any time on their own. The default retention periods as predefined by Johnson Controls apply. See the below table for the default retention periods applied to Managed Metasys Server.

If, during the 90 days following the end of a subscription, Johnson Controls receives from customer a request to export a customer's personal data, Johnson Controls will provide the customer with an export of their personal data in a structured commonly used machine- readable format as reasonably determined by Johnson Controls. Such request must be made to the JCI Digital Customer Support email currently at be **rocserverhosting@jci.com**. If not already deleted by the customer using available internal product deletion features, the customer's personal data will be deleted after such 90-day period or as otherwise agreed. During any retention period, the provisions of the underlying agreement that are applicable to the retention and product of a customer's personal data continue to apply.

Default retention periods for customer personal data are as set forth in the table below:

Data category	Retention period	Reason for retention
Work-related identification details	For the subscription period +90 days	Account management

Sub-processors for Managed Metasys Server

Please see below the list of current sub-processors used to support Managed Metasys Server:

Sub-processor	Service type	Location of data center
Microsoft Azure	Cloud hosting service	United States

Cross-border data transfers

Many countries and jurisdictions have laws governing the transfer of personal data. As a multinational organization, Johnson Controls has substantial experience in dealing with cross-border transfer issues and restrictions.

When Johnson Controls processes personal data for our own purposes or on behalf of a customer, we use the following transfer mechanisms which can assist our customers:

Binding Corporate Rules (BCRs)	The Johnson Controls BCRs are designed to ensure an adequate level of protection for personal data no matter where in world it is processed by Johnson Controls. With respect to the European Union (EU), the Johnson Controls BCRs have been specifically approved by the EU Data Protection Authorities (DPAs) for transfer of EU personal data globally within Johnson Controls.
Asia-Pacific Economic Cooperation Cross-Border Privacy Rules (APEC CBPR)	The CBPR is a government-backed privacy certification which demonstrates that Johnson Controls complies with internationally recognized data privacy protections and is the framework approved for the transfer of personal data by Johnson Controls between participating APEC member economies: the United States, Mexico, Japan, Canada, Singapore, Republic of Korea, Australia, Chinese Taipei and the Philippines.
Asia-Pacific Economic Cooperation Privacy Recognition for Processors (APEC PRP)	The PRP is a government-backed privacy certification that enables Johnson Controls to demonstrate to customers our accredited enterprise-wide Privacy Program, and to transfer data processed on behalf of our customers (including our cloud solutions) between the United States, Mexico, Japan, Canada, Singapore, Republic of Korea, Australia, Chinese Taipei and the Philippines. Please see the PRP Directory and the **Johnson Controls PRP TRUSTe validation** page for more information.
EU Standard Contractual Clauses (SCCs)	Johnson Controls incorporates the EU's approved standard contractual clauses, also referred to as the "Model Contract," into the Johnson Controls Data Protection Agreement located at **www.johnsoncontrols.com/dpa** to afford the contractual protection under the SCCs to our customers.
US Data Privacy Framework (DPF)	Johnson Controls is certified under the US Data Privacy Framework for transfers of personal data from the EU, United Kingdom and Switzerland to the United States.

Please note that this document is for customer guidance purposes only, is not legal advice and is subject to changes from time to time due to modifications of our solutions. Johnson Controls is not a law firm and does not provide legal advice. While Johnson Controls products and solutions are designed for use in compliance with applicable law, implementation and deployment of Johnson Controls products and solutions should be reviewed by appropriate customer advisors and stakeholders for such compliance.

About Johnson Controls

At Johnson Controls (NYSE:JCI), we transform the environments where people live, work, learn and play.
As the global leader in smart, healthy and sustainable buildings, our mission is to reimagine the performance of buildings to serve people, places and the planet.

Building on a proud history of 140 years of innovation, we deliver the blueprint of the future for industries such as healthcare, schools, data centers, airports, stadiums, manufacturing and beyond through OpenBlue, our comprehensive digital offering.

Today, with a global team of 100,000 experts in more than 150 countries, Johnson Controls offers the world`s largest portfolio of building technology and software as well as service solutions from some of the most trusted names in the industry.

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