Trendspek

Trust & Assurance

Trendspek Compliance Overview

www.trendspek.com

Compliance Overview

Summary of Contents

Executive Summary

At Trendspek, your trust is a top priority. We are dedicated to safeguarding your data and information through rigorous security and compliance measures, ensuring that we maintain global-leading accreditations.

Our Commitment:

- SOC2: Trendspek has SOC2 Type 1 and SOC 2 Type 2 attestation, a robust cybersecurity audit assessing an organisation's cyber controls at a single point in time and within a prescribed time period to safeguard organisational, customer data, and sensitive information.
- ISO 27001 ISMS: As one of the few providers in our class of software to achieve this certification, we adhere to the highest standards for Information Security.
- ISO 27701 PIMS: Trendspek is certified for Privacy Information Management Systems, meeting international security and privacy standards, including compliance with European GDPR requirements.
- ISO 9001 QMS: Our commitment to quality is reflected in our certification for Quality Management Systems, ensuring excellence in our service and products

Auditing and Compliance

Trendspek undergoes continuous external auditing and surveillance to maintain our ISO certifications, reinforcing our commitment to cybersecurity best practices. Additionally, we hold SOC 2 Type 1 and Type 2 attestations, which evaluate our cybersecurity controls and protect both organisational and customer data.

Privacy and Data Protection

With our ISO 27701 Privacy Information Management System certification, we meet rigorous GDPR privacy standards, demonstrating our dedication to protecting personal information.

Proactive Security Measures

To enhance our security posture, we collaborate with leading providers of cybersecurity services, to conduct regular penetration testing of our software. Furthermore, we utilise PCI/DSS compliant providers to ensure secure payment processing for our clients.

Trendspek remains committed to maintaining the highest standards of cybersecurity to protect our clients and their data ensuring confidentiality, integrity and accessibility of your data.

Trendspek

The 3D software that transforms structural lifecycle management.

Compliance

The following security-related audits, certifications, regulations apply to Trendspek:

ISO 27701: Privacy Information Management System [PIMS]

Trendspek is committed to meeting and exceeding international security, quality and privacy standards including European GDPR and the Australian Privacy Act compliance requirements. Trendspek is certified to ISO27701 PIMS [Privacy Information Management Systems].

ISO 9001: Quality Management System [QMS]

Trendspek is committed to the quality of our service and our product and is certified to ISO 9001 QMS [Quality Management Systems].

EU GDPR

Trendspek is compliant with European General Data Protection Regulation (GDPR) requirements for customer information privacy standards and is certified for ISO27701 PIMS [Privacy Information Management System].

PCI/DSS

Trendspek's payment and credit card information is handled by Stripe. Stripe have been audited by an independent PCI Qualified Security Assessor (QSA) and are certified as a PCI Service Provider Level 1. This is the most stringent level of certification available in the payments industry.

Security of Critical Infrastructure Act (SOCI)

Trendspek is compliant with the Security of Critical Infrastructure Act 2018 (SOCI), the Commonwealth of Australia's framework for managing risks relating to critical infrastructure.

Cybersecurity

The following compliance certifications apply to Trendspek:

ISO 27001: Information Security Management System [ISMS]

Trendspek is certified to ISO27001 for Information Security. Trendspek undergoes constant external auditing and surveillance as part of its ISO 27001 certification. All policies, procedures and risk registers are formatted to ISO 27001 standards.

SOC 2 Type 1

Trendspek has received SOC 2 Type 1 compliance attestation, a robust cybersecurity audit assessing an organisation’s cyber controls at a single point in time to safeguard organisational, customer data, and sensitive information.

SOC 2 Type 2

Trendspek has received SOC 2 Type 2 compliance attestation, a robust cybersecurity audit assessing an organisation’s internal cyber controls and systems within a prescribed time period related to security, availability and confidentiality of data.

Infrastructure & Cloud

Data Encryption [In Transit and At Rest]

Trendspek uses best-practice authentication and encryption in transit and at rest. Data in transit is secured with SSL. AWS RDS Database / Azure Database is encrypted at rest using industry-standard encryption algorithms. AWS S3 / Azure Blob storage is encrypted at rest using industry-standard encryption algorithms. All servers and other stores of data have encrypted root volumes.

Data Backups

In the unlikely event of customer data loss, procedures and safeguards are in place to ensure recovery. The majority of customer data is stored in Amazon's S3 which is rated to have 99.999999999% durability.

Database snapshots are taken every 24 hours and stored across multiple availability zones. Data (models, images) backup and integrity are managed by AWS S3 and Azure Blob. In the event of a disaster, AWS and Azure would manage the recovery and restoration of lost data.

Data Availability

AWS and Azure are well known for their stability and reliability. Nevertheless, outages can occur in exceptional circumstances. If an outage occurs, a technical member of staff will endeavour to resolve the issue as quickly as possible. Trendspek endeavours to maintain a 99% yearly uptime.

Physical Access

All services are contained within Trendspek's virtual private cloud with no public access possible. Trendspek Cloud infrastructure is private and isolated with restricted access to the internet. Data is accessible via cloud to the nearest cloud region available to the user. Trendspek's data is segmented from other user data in the cloud.

Cloud Service Providers

Trendspek is hosted on the Amazon Web Services (AWS) platform, Google Cloud and Microsoft Azure platforms (Private Instance only).

AWS, Google Cloud and Azure provide state-of-the-art data centre security that complies with industry standards such as SOC, PCI DSS, and ISO 27001. All physical network and server security responsibility are delegated to the cloud provider.

For more information regarding AWS's security practices, check out their security whitepaper.
For more information regarding Azure's security practices, check out their security whitepaper.
For more information regarding Google Cloud's security practices, check out their security whitepaper.

Infrastructure & Cloud

Penetration Testing

Trendspek is also subject to external penetration testing and internal auditing. This is performed at least annually.

Sub-processors

Entity Name	Sub-processing Activities
Amazon Web Services, Inc.	*Cloud service provider (Current, Primary)*
Azure	*Cloud service provider (Available Upon Request)*
Google Cloud Platform	*Cloud service provider (Available Upon Request)*
Intercom	*Customer support platform*
Featurebase	*Product feedback and planning*
Hubspot	*Customer Relationship Management (CRM)*
Peakhour	*Content Delivery Network (CDN)*
Posthog	*In-app analytics*
New Relic	*Application monitoring*
Stripe, Inc.	*Payment processing*
Stytch	*Identity Provider (IdP)*

Privacy

Data Sovereignty

Data is subject to the laws of the geographic location where data is collected and processed.
Data is held in Trendspek in accordance with client agreement.

Data Residency

Trendspek primarily operates in AWS Sydney, with the ability to store data in other regions to suit customer specific requirements.

AWS: Users have access to AWS servers globally in accordance with their commercial agreement and aligned to their regional requirements.

Azure: Users have access to Azure servers globally in accordance with their commercial agreement and aligned to their regional requirements.

Google Cloud (Sydney Australia Server) is utilised for processing customer data.

Data Retention

Trendspek is transparent about the data in use and allows users to take full control of information collected, including models, annotations and PII. Users can request to remove data in accordance with Trendspek's Privacy Policy.

EU GDPR and ISO27701

Trendspek is compliant with European General Data Protection Regulation (GDPR) requirements for customer information privacy standards and is certified for ISO27701 PMS [Privacy Information Management System].

Privacy Policy

Trendspek's Privacy Policy explains how we collect, use, and share personal information, including name, contact details, and usage data, to enhance our services. Users have rights under GDPR, including access, updates, and opting out of data collection, though opting out may limit service access.

Read Trendspek's Privacy Policy.

Privacy Officer

Mitch Deam
Trendspek Operations Pty Ltd
Address: Level 1 Suite 1.103/477 Pitt St, Haymarket NSW 2000
Email: compliance@trendspek.com

Application Security

Login Security

Trendspek uses an IaaS provider with Multi-factor authentication and encryption of data-at-rest and in-transit. The identity provider is HIPAA eligible and PCI DSS, SOC, ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, and ISO 9001 compliant.

Roles and Permissions

Trendspek provides user-configurable access controls at an application level.
Users can be invited by any user with share permission. Admin users can only be invited by those users with existing admin privileges.

User Lockout

Session will time out after a determined period of time. Trendspek typically starts denying your login attempts after a determined number of rapid login attempts, or rapid login attempts from varying locations. A user will be entirely disabled if a brute force attack is sensed.

Password Policy

Password standards are set by Trendspek and must be a complex password with a minimum character length inclusive of other requirements set by NIST 800-63.

Passwords are able to be reset via the dashboard or login page. Access to users email is required if resetting through the login page in order to obtain authorisation codes. Trendspek does not have access to users' credentials.

Multi-factor authentication (MFA) may be used to provide additional security, with access codes sent to the user’s device.

Change Management

As a web application, code changes are made and deployed in a continuous manner with an internal versioning system. Majority of updates are conducted at off-peak times. No action is required to update to the latest version beyond refreshing the browser.

Incident notification

Trendspek will notify relevant users of any suspicious activity or data breaches regarding Trendspek and or user data, as set out in its Security policy and procedures manual.

Application Security

User Logs

Trendspek maintains administration and end-user logs to provide an audit trail and to enable quick investigation of potential threats or issues.

Every interaction between Trendspek Infrastructure and an end-user is logged on a granular level. Trendspek captures all traffic specific to the network - any traffic going through the endpoints will be captured, as will any admin CLI or web console activity.

Some information that may be logged includes IP addresses, request headers, request payloads, device information, status codes, response times, and failed login attempts. We never log confidential or sensitive data.

Trendspek's logs are accessible by only a few key Trendspek staff. They are encrypted at rest and stored for 365 days.

Secure SDLC

The application is developed securely according to OWASP Top 10 guidelines. All source code is scanned with SAST / DAST tools through our CI/CD pipeline. There are rigorous controls in place around the review, QA, and releasing application updates.

Data Handling

Data Extraction
During the Term, the user will be entitled to undertake a data extraction of the user Content and Developed Content from the Company's web-based software, in such form made available by Trendspek (e.g. PDF, spreadsheet or otherwise).

Data Backup
All user data is stored in an AWS S3 Bucket and Azure Blob location nearest the account owner. AWS and Azure do not publish their internal backup strategies however their durability guarantee implies that this data is backed up and may potentially be restored in the event of a catastrophic failure.

Data Removal
When a file is deleted from AWS S3 and Azure Blob, removal of the mapping from the files URI to the file starts immediately and is generally processed across the distributed system within several seconds. Once the mapping is removed, there is no external access to the deleted object.

Data Disposal
Trendspek adheres to AWS and Azure Data Privacy policies.

Corporate Security

Office Security

Trendspek offices are secured with self-closing, self-locking doors with access managed via electronic tags. Access is recorded and entry logs are maintained. The offices are also secured with security access gates, and all areas are monitored by CCTV security cameras.

Workstation and Mobile Management

All devices used by our staff members are required to be password protected, with automatic locking after short periods of disuse in addition to full-disk encryption. Devices are monitored and can be remotely wiped in the event of a breach. Enabling MFA for online access is a mandatory policy for all staff.

People Management

Internal training

All Trendspek team members conduct continuous internal training throughout the course of their employment.

Internal training during onboarding covers all aspects of the Trendspek platform and supporting infrastructure, including dedicated onboarding for compliance and cybersecurity process and procedures.

Trendspek team members complete ongoing and continuous training to ensure that team members are up to date with the latest processes and procedures.

Security clearance checks (Employees)

All Trendspek team members are subject to thorough hiring processes, which include mandatory police and government security checks.

Capture Provider Security

Secure drone teams: end-to-end

Trendspek recognises and supports the compliance requirements for the purpose of data acquisition using robotics and drones.

Trendspek provides further recommendations to Capture Providers to reduce risk and improve efficiency, including:

1. Robust analysis of the data acquisition process on a case-by-case basis.
2. Use of appropriate data shredding processes.
3. Data storage and retention processes.
4. Use secured network to upload data files to Trendspek's data processing software.
5. Ensuring our providers are operating in accordance with manufacturer security protocols.
6. Providing data acquisition teams a secure method of uploading data to Trendspek's servers

Policies and Statements

Information & Data Security Policy

Information & Data Security Policy

Acceptable Use Policy

Acceptable Use Policy

Technical Support Service Policy

Technical Support & Service Level Policies

Quality Policy

Quality Policy

Privacy Policy

Privacy Policy

Cookies Consent

Cookie Consent

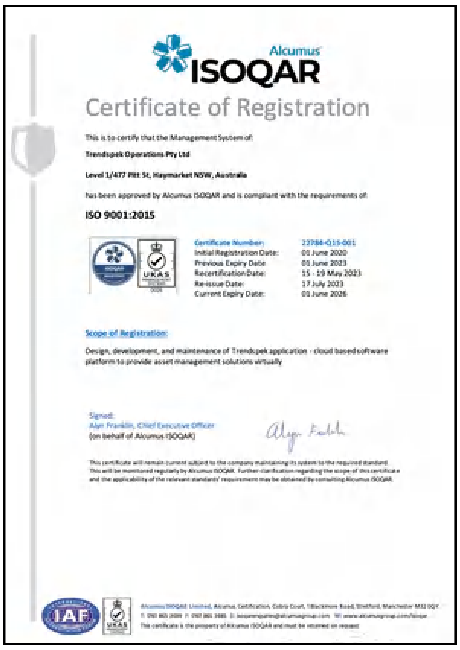
Modern Slavery Statement

Modern Slavery Statement

Appendix 1.1

ISO 9001: Quality Management System Certificate

Date of issue: 1 June 2020
Date of reissue: 17 July 2023
Expiry Date: 01 June 2026
Audited and certified by ISOQAR



Alcumus ISOQAR

Certificate of Registration

This is to certify that the Management System of:

Trendspek Operations Pty Ltd

Level 1/477 Pitt St, Haymarket NSW, Australia

has been approved by Alcumus ISOQAR and is compliant with the requirements of:

ISO 9001:2015

Certificate Number:	22784-Q15-001
Initial Registration Date:	01 June 2020
Previous Expiry Date	01 June 2023
Recertification Date:	15 - 19 May 2023
Re-issue Date:	17 July 2023
Current Expiry Date:	01 June 2026

Scope of Registration:

Design, development, and maintenance of Trendspek application - cloud based software platform to provide asset management solutions virtually

Signed:
Alyn Franklin, Chief Executive Officer
(on behalf of Alcumus ISOQAR)

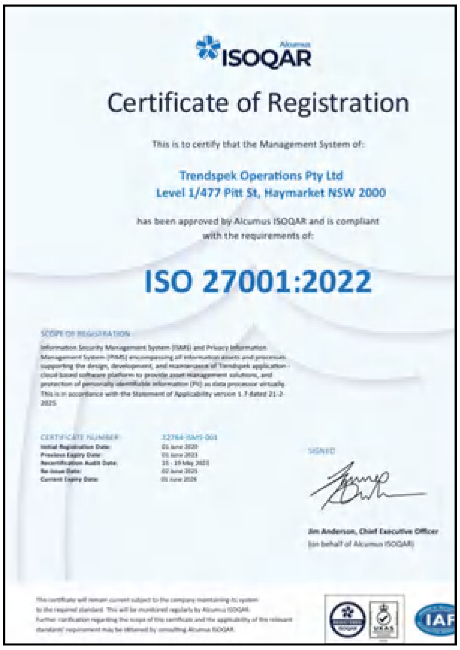
Alyn Franklin

This certificate will remain current subject to the company maintaining its system to the required standard. This will be monitored regularly by Alcumus ISOQAR. Further clarification regarding the scope of this certificate and the applicability of the relevant standards' requirement may be obtained by consulting Alcumus ISOQAR.

Alcumus ISOQAR Limited, Alcumus Certification, Cobra Court, 1 Blackmore Road, Stretford, Manchester M32 0QY
T: 0161 865 3699 F: 0161 865 3685 E: isoqarenquiries@alcumusgroup.com W: www.alcumusgroup.com/isoqar
This certificate is the property of Alcumus ISOQAR and must be returned on request

ISO 27001: Information Security Management System Certificate

Date of issue: 1 June 2020
Date of reissue: 2 June 2025
Expiry Date: 01 June 2026
Audited and certified by ISOQAR



Alcumus ISOQAR

Certificate of Registration

This is to certify that the Management System of:

Trendspek Operations Pty Ltd
Level 1/477 Pitt St, Haymarket NSW 2000

has been approved by Alcumus ISOQAR and is compliant
with the requirements of:

ISO 27001:2022

SCOPE OF REGISTRATION

Information Security Management System (ISMS) and Privacy Information Management System (PIMS) encompassing all information assets and processes supporting the design, development, and maintenance of Trendspek application - cloud based software platform to provide asset management solutions, and protection of personally identifiable information (PII) as data processor virtually. This is in accordance with the Statement of Applicability version 1.7 dated 21-2-2025

CERTIFICATE NUMBER:	22784-ISMS-001
Initial Registration Date:	01 June 2020
Previous Expiry Date:	01 June 2023
Recertification Audit Date:	15 - 19 May 2023
Re-issue Date:	02 June 2025
Current Expiry Date:	01 June 2026

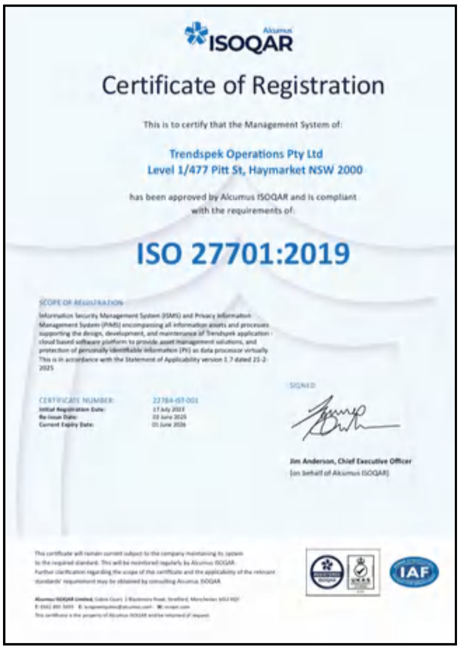
SIGNED

Jim Anderson, Chief Executive Officer
(on behalf of Alcumus ISOQAR)

This certificate will remain current subject to the company maintaining its system to the required standard. This will be monitored regularly by Alcumus ISOQAR. Further clarification regarding the scope of this certificate and the applicability of the relevant standards' requirement may be obtained by consulting Alcumus ISOQAR.

ISO 27701: Privacy Information Management System Certificate

Date of issue: 17 July 2023
Expiry Date: 2 June 2025
Audited and certified by ISOQAR



Alcumus ISOQAR

Certificate of Registration

This is to certify that the Management System of:

Trendspek Operations Pty Ltd
Level 1/477 Pitt St, Haymarket NSW 2000

has been approved by Alcumus ISOQAR and is compliant
with the requirements of:

ISO 27701:2019

SCOPE OF REGISTRATION

Information Security Management System (ISMS) and Privacy Information Management System (PIMS) encompassing all information assets and processes supporting the design, development, and maintenance of Trendspek application - cloud based software platform to provide asset management solutions, and protection of personally identifiable information (PII) as data processor virtually. This is in accordance with the Statement of Applicability version 1.7 dated 21-2-2025

CERTIFICATE NUMBER:	22784-IST-001
Initial Registration Date:	17 July 2023
Re-issue Date:	02 June 2025
Current Expiry Date:	01 June 2026

SIGNED

Jim Anderson, Chief Executive Officer
(on behalf of Alcumus ISOQAR)

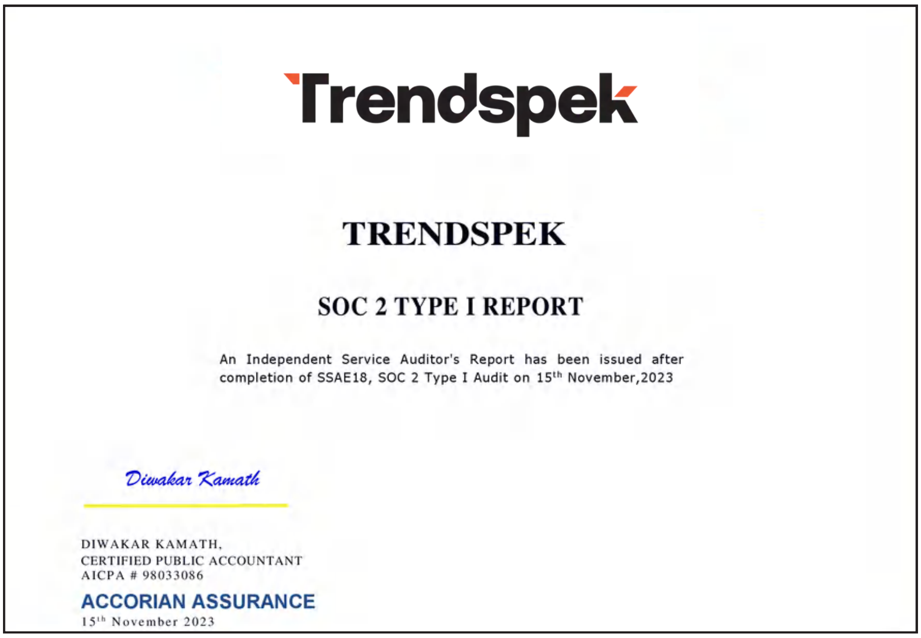
This certificate will remain current subject to the company maintaining its system to the required standard. This will be monitored regularly by Alcumus ISOQAR. Further clarification regarding the scope of this certificate and the applicability of the relevant standards' requirement may be obtained by consulting Alcumus ISOQAR.

Alcumus ISOQAR Limited, Cobra Court, 1 Blackmore Road, Stretford, Manchester M32 0QY
T: 0161 865 3699 E: isoqarenquiries@alcumus.com W: isoqar.com
This certificate is the property of Alcumus ISOQAR and to be returned on request.

Appendix 1.2

SOC2 Type 1 Certificate

Date of issue: 15 November 2023
Audited and certified by Accorian Assurance



Trendspek

TRENDSPEK

SOC 2 TYPE I REPORT

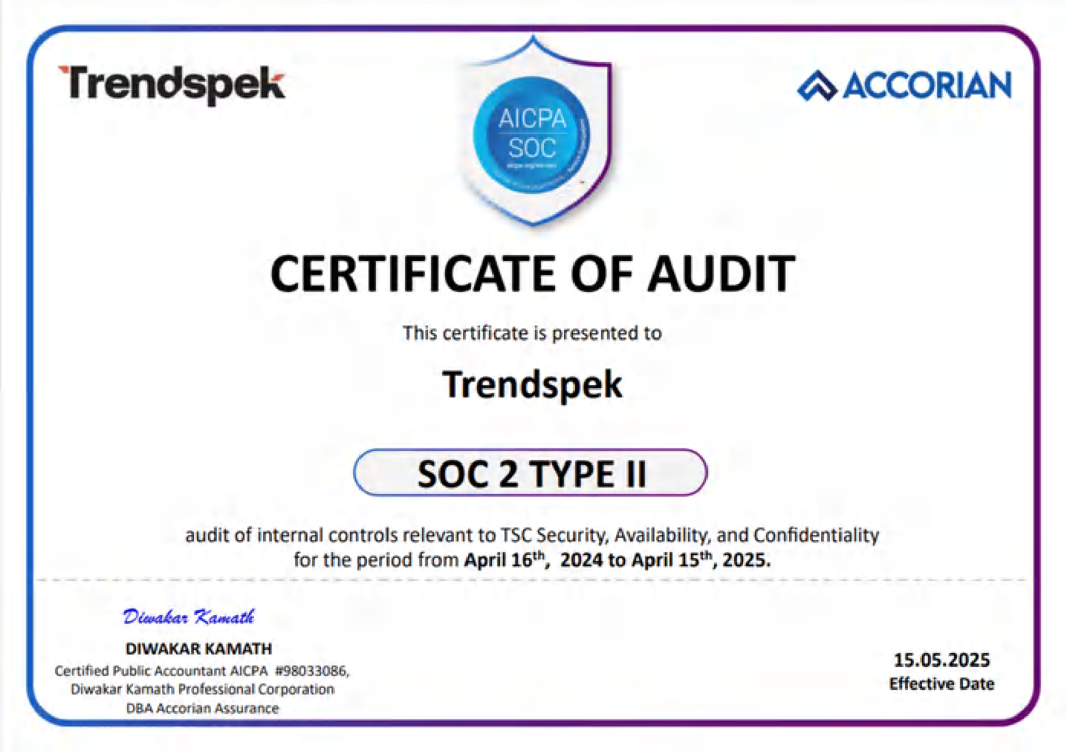
An Independent Service Auditor's Report has been issued after completion of SSAE18, SOC 2 Type I Audit on 15th November,2023

Diwakar Kamath

DIWAKAR KAMATH,
CERTIFIED PUBLIC ACCOUNTANT
AICPA # 98033086
ACCORIAN ASSURANCE
15th November 2023

SOC2 Type 2 Certificate

Date of issue: May 15 2025
Audited and certified by Accorian Assurance



Trendspek

ACCORIAN

AICPA
SOC

CERTIFICATE OF AUDIT

This certificate is presented to

Trendspek

SOC 2 TYPE II

audit of internal controls relevant to TSC Security, Availability, and Confidentiality for the period from **April 16th, 2024 to April 15th, 2025.**

Diwakar Kamath

DIWAKAR KAMATH
Certified Public Accountant AICPA #98033086,
Diwakar Kamath Professional Corporation
DBA Accorian Assurance

15.05.2025
Effective Date

Our Compliance Team

Mitch Deam
Chief Compliance Officer
Trendspek
mitch@trendspek.com

Amith Raj
Head of Cybersecurity
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Romanille Salvador
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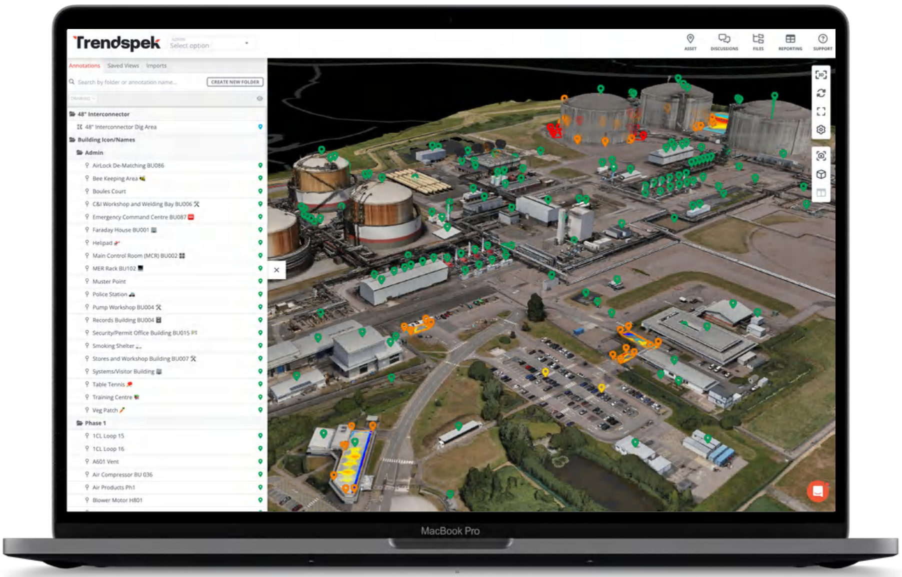
Contact Trendspek's Compliance Team:
compliance@trendspek.com

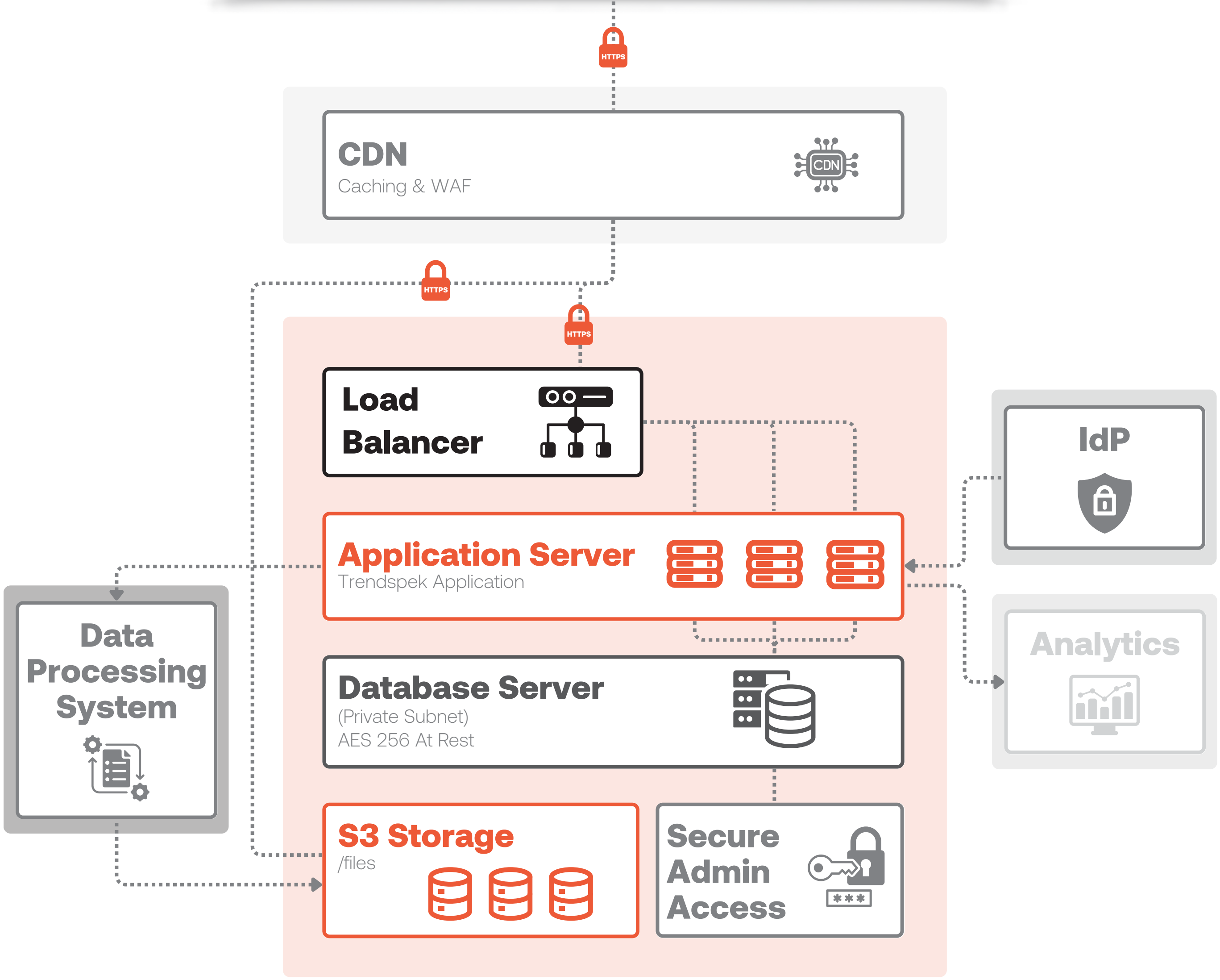
Trendspek

www.trendspek.com

Trendspek

Architecture





HTTPS

CDN
Caching & WAF

HTTPS

HTTPS

Load Balancer

Application Server
Trendspek Application

Database Server
(Private Subnet)
AES 256 At Rest

S3 Storage
/files

Secure Admin Access

Data Processing System

IdP

Analytics

Version 1.1: May 2025