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ExaGrid Tiered Backup Storage

Fastest Backups.

Fastest Recoveries.

Unparalleled, Cost-effective Scale-out.

ExaGrid

General Data Protection Regulation (GDPR)

ExaGrid is the largest global independent vendor that specializes in tiered backup storage. ExaGrid has over 10,000 installed systems worldwide and prides itself on delivering cost-effective solutions with unmatched performance, the highest levels of security and reliability, and is compliant with the European Union's General Data Protection Regulation (EU GDPR).

Definition and Purpose of the GDPR

The EU GDPR was enacted to protect all EU citizens from privacy and data breaches by harmonizing data privacy laws across Europe and mandating how personal data must be stored, protected, and processed with the goal of building trust in the digital business world. This regulation impacts all organizations that handle data belonging to EU citizens, whether within or outside of the EU; compliance is mandatory, regardless of the organization's geographic location.

GDPR Guidelines

Consent - The request for consent must be provided in a clear, intelligible, and easily accessible form that includes the reasons for data collection.

Revocation - It must be as easy to withdraw consent as it is to provide it.

Access/Data Erasure - Data subjects have the right to obtain, change, move, and request deletion of their data.

System Design - Data protection considerations must be included at the design stage of a new system.

Breach Notification - Data subjects who fall victim to a breach, as well as the appropriate authorities, must be notified within 72 hours by following strict guidelines.

Non-compliance - Organizations in breach of GDPR can incur stiff financial penalties.

ExaGrid and GDPR

ExaGrid does not offer any user applications, screens, websites, etc. that collect user data. ExaGrid's backup storage appliances store digital data sent to the appliances from a third-party backup software application, which is responsible for daily backup of data. The appliance is a target store for the backup application that both backs up the data and also keeps a catalog of the backed up data. ExaGrid is a slave to the third-party backup application and does not add another point of management; ExaGrid stores the data, but (as with all storage) cannot determine/interpret data from the backup data streams that are sent from the backup application to the ExaGrid appliance.

The third-party backup application maintains a catalog, and if data is to be deleted off of the ExaGrid storage appliance, the deletion is requested from the backup application. The ExaGrid "Landing Zone" stores the most recent data in an undeduplicated form for the fastest restores and VM boots in order to recover quickly in the event of a primary storage data breach.

Storage Security and Reliability

ExaGrid's appliances offer the following:

- encryption of all data using FIPS 197 compliant algorithms utilizing 256-bit AES keys when replicating data offsite to a second site for disaster recovery protection.
- maintain only the most recent backups in a usable/readable form. All other backup retention is stored as just the data that has changed at the zone/byte level and cannot be read in its entirety without the backup application and the resident ExaGrid metadata.
- optional encryption at rest using FIPS 140-2 hardware encryption ensures that all data at rest is always encrypted with 256-bit AES.
- all repository data is checksummed to ensure data integrity.
- RAID6 disk subsystem with a spare to ensure data integrity and an optional second copy replicated to an offsite ExaGrid.

Summary

ExaGrid does not have the ability to interpret customer data written to its storage appliances. In order to delete any data, the third-party backup application would need to request a deletion or purge of data. ExaGrid can encrypt the data at rest and any data that is replicated. Except for the most recent backups, ExaGrid stores all data as merely changed zones/bytes and not as readable or usable files or content.

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