

IT Security Questionnaires for Esri UK and Esri Ireland - Understanding the scope

Overview

Esri UK and Esri Ireland receive a large number of security questionnaires from customers or potential customers. In order to respond to these requests in a timely, open, and transparent manner we would like to provide an overview of the products and services we sell, how your information is processed, and how it is protected. The aim is to help you decide the scope of your security questionnaire and ensure we provide you with the most relevant information.

Who are Esri UK/Esri Ireland and what is their relationship with Esri Inc?

Esri UK and Esri Ireland are the sole distributors of Esri Inc (Esri) ArcGIS software in the UK and Republic of Ireland (ROI). In addition, we provide support for the Esri products as well as local training, professional services and UK/ROI solutions and content.

What products and services do we sell?

The table below provides a high-level overview of the main products we sell. A more detailed list can be provided on request from your Customer Success Manager or via the [Esri UK website](#).

Product/Service	Products	Created By	Supported By
Esri ArcGIS Desktop Software	ArcGIS Professional	Esri	Esri UK / Esri Ireland
Esri ArcGIS Server Software	ArcGIS Enterprise	Esri	Esri UK / Esri Ireland
Esri ArcGIS SaaS	ArcGIS Online	Esri	Esri UK / Esri Ireland
Esri UK Products	Sweet UK Data Loader Utility Network Editor	Esri UK	Esri UK
Esri UK Content	Content, basemaps and services	Esri UK and Data Partners	Esri UK
Esri UK and Esri Ireland Managed Services	Managed Cloud Service	Esri UK / Esri Ireland	Esri UK / Esri Ireland
Esri UK and Esri Ireland Professional Services	Services	Esri UK / Esri Ireland	Esri UK / Esri Ireland

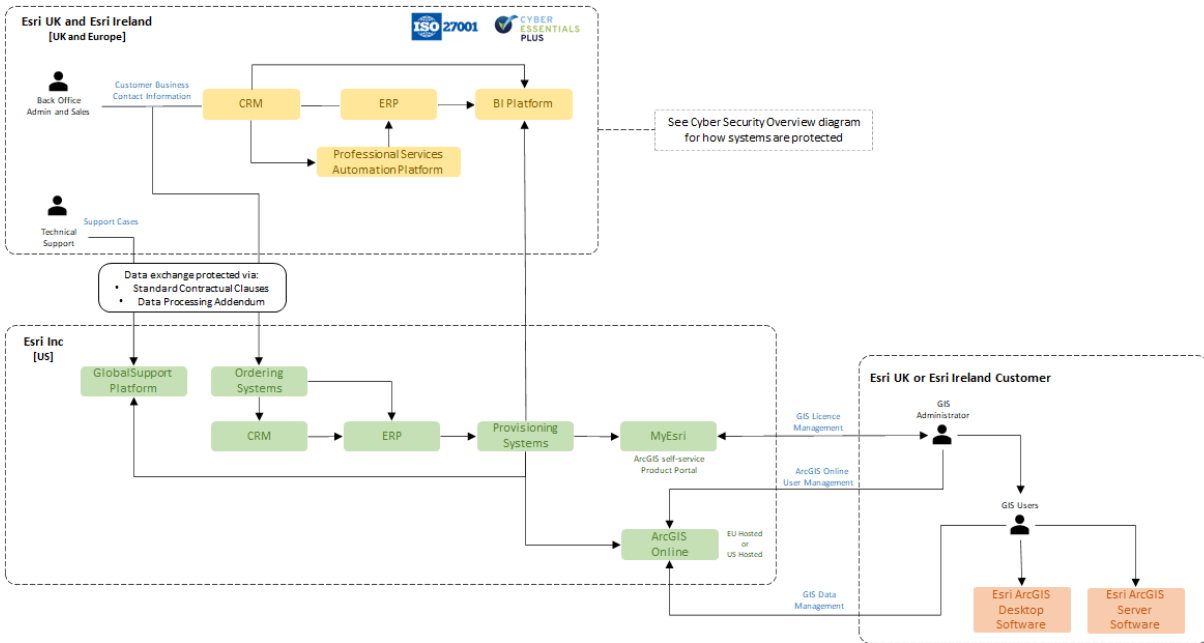
How do we process your order?

You place an order with Esri UK or Esri Ireland for any of the products and services listed above. If these are the core Esri desktop, server or SaaS products, we then fulfil these orders for you by purchasing the required products from Esri and providing you the required information to activate your licences and associated accounts.

What are the high-level data flows when you purchase from us?

To transact an order with you, we process business contact information and store these details in our back-office systems (e.g., CRM, ERP, PSA systems). If you are purchasing products provided by Esri we will then share this information with Esri to allow your order to be completed. The information will be stored on Esri's back-office systems in the USA and processed to allow you to provision and manage your Esri product licences (see Diagram 1)

Diagram 1
Customer Data Flow Overview



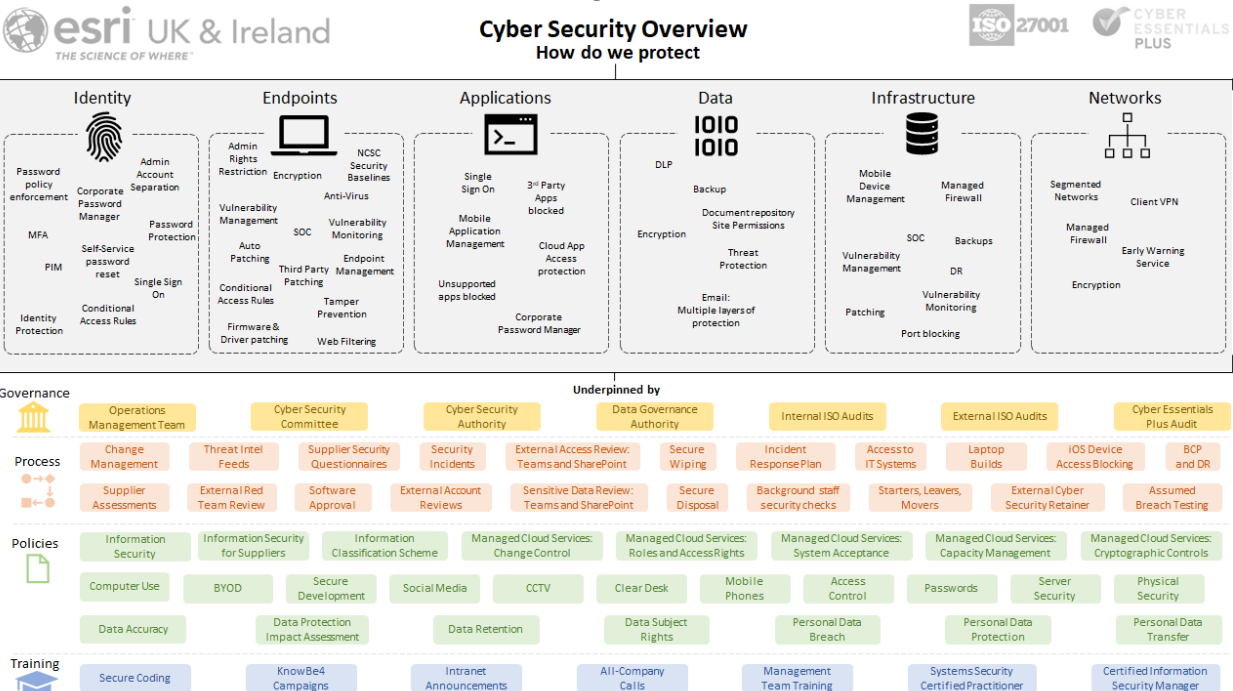
How do we protect your information?

Esri UK and Esri Ireland

We have extensive, and externally audited, controls in place to ensure the business contact information you provide to us is protected in our back-office systems. An overview of our approach to cyber/information security is provided in Diagram 2. Further information can also be found on the [privacy section of the Esri UK website](#).

Diagram 2

Cyber Security Overview
How do we protect



Esri Inc

Esri stores your business contact information in order to transact business with you via Esri UK or Esri Ireland, and to allow you to provision and licence the Esri products you have purchased. This information resides on Esri's systems based in the USA and is subject to strict controls as outlined in [Esri privacy](#) and [GDPR](#) sections of its website. Further information on how your business data and user information is protected by Esri can be found on the [Esri.com website](#). In addition, the EU Standard Contractual Clauses are in place to cover the transfer of personal data to Esri. These Standard Contractual Clauses are in the Esri Data Processing Addendum, which is linked in the Esri Master Agreement which you accept when purchasing Esri products via Esri UK or Esri Ireland. Additionally, for transfers from the UK to the USA, the UK International Data Transfer Addendum will apply.

How is data processed in ArcGIS?

Once you have purchased ArcGIS or Esri UK products via Esri UK or Esri Ireland, you are responsible for the data that resides in those systems (e.g., user data and GIS business data) and how that data is secured and shared with others inside and outside your organisation. To find out more, please refer to the 'GDPR guidance on the ArcGIS System' published on the [Esri UK website](#).

If Esri UK or Esri Ireland are providing you with a managed service, then there may be some responsibility on us for the processing of your data and the roles and responsibilities will be defined in the specifics of the contract for the managed service.

How can we respond to your security questionnaire?

Ideally, Esri UK and Esri Ireland have provided enough in this document (including the links to other information) to assure you of our approach to privacy and security. In addition, the on-going renewal of our ISO 27001, 9001 and Cyber Essentials Plus certifications provides you with a well recognised, independently audited, proof of Esri UK and Esri Ireland's commitment to continual improvement in this area. This should provide the assurances you seek and enable you to proceed without the need for a full security questionnaire to be completed to help save you time. However, if you require us to answer your security questionnaire, please arrange a call with your Customer Success Manager to discuss the scope of the response you require.

Where can I find out more?

Esri UK and Esri Ireland:

- [Privacy pages on Esri UK website](#)

Esri

- [ArcGIS Trust Center](#)
- [ArcGIS Online - Cloud Security Alliance](#)