

We take security and privacy seriously.

Millions of people rely on Alarm.com technology to secure, automate, and manage their properties—all through a single mobile app. To earn and keep their trust, we've established strong security and data privacy practices across our products and services. We pride ourselves on a security and privacy program that protects customer data as well as our services and platform.

WE'RE COMMITTED TO KEEPING CUSTOMERS SAFE.

We promise to meet the high security standards that customers expect and deserve. We've invested in building teams and resources to develop, operate, and manage the Alarm.com platform and services with an emphasis on privacy.

Alarm.com conducts specialised training for our security personnel, including certification courses and industry conferences that keep them up to date on IT and security issues in our industry. All Alarm.com employees take part in annual training on privacy and security practices.



WE PROCESS AND STORE DATA IN SECURE LOCATIONS.

Our platform is hosted at state-of-the-art data centers with multiple levels of security including video surveillance, security checkpoints, and biometric authentication. We've received a SOC 2 Type 2 certification, which means that a third party has certified the safeguards we have in place to protect the environment where customer and end user data is processed and stored.

We use the following network security measures for all customer data processed on our platform:

We encrypt data at rest for servers with customer data and encrypt data in transit for data travelling from user devices to Alarm.com servers.

Strict access control practices ensure that data can only be accessed by those in authorised roles.

The Alarm.com platform is segregated from all Alarm.com corporate networks and no wireless network infrastructure can be deployed within the platform.

Regular internal and third-party testing and auditing of the entire platform.

Preventive maintenance and updating of third-party components and management of network devices.

WE HAVE TEAMS DEDICATED TO SECURITY AND PRIVACY.

Our security and privacy teams make sure our services are designed so they can be used in a manner consistent with applicable privacy laws, including the General Data Protection Regulation (GDPR) and other global privacy laws.

The Cloud Operations Support (COS) Team provides 24/7 support for the production environment and detects any potential incidents or unusual activity involving data.

Our Security Incident Response Team (SIRT) is ready to investigate, communicate, and resolve any incidents.

Additional Information

For more information about Alarm.com's security and privacy policies and practices, please visit our Privacy Policy and other publicly available company filings available below:

Alarm.com Privacy Policy
alarm.com/legal/privacy

Alarm.com Public Filings
investors.alarm.com/news-releases
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