

Umbraco Compliance FAQ

This document outlines Umbraco's commitment to compliance, security, and data privacy. It is designed to provide customers and partners with clear answers regarding our regulatory standing and internal procedures.

1. Integrity

Has Umbraco A/S received any warnings, fines, or disciplinary action from regulators?

No, this is not the case.

Is Umbraco A/S subject to any ongoing regulatory investigations? No, this is not the case.

Does Umbraco A/S have any relationships that may impact our independence towards our customers and partners? No. We seek to stay independent, ensuring we can make necessary decisions for our customers and partners.

Does Umbraco A/S follow relevant anti-corruption legislation? Yes, we follow the Danish Anti-corruption Act among other relevant legislation.

Has Umbraco A/S, or any officers, directors, or CEOs, been under investigation for or charged with any criminal offense related to terrorism, corruption, or fraud? No, this is not the case.

Does Umbraco A/S employ agents, intermediaries, or similar third parties affecting the proposed business relationship with any customers? No, this is not the case.

Is Umbraco A/S prohibited or debarred from working with any potential clients? No, this is not the case.

Does Umbraco A/S have clear policies around slavery, bribery, and corruption? Yes. Umbraco maintains an Anti-Slavery policy and an Anti-Bribery policy.

What are your hiring procedures regarding background checks? Prior to employing a new member of staff, Umbraco A/S checks employment history and references. We do not currently check criminal records or credit history as a standard part of the hiring process.

2. Security & Monitoring

What does Umbraco monitor? We monitor several key areas including:

- Web server telemetry
- Web page telemetry
- Performance counters

Does Umbraco conduct external security audits? Yes. In addition to regular internal testing, an external security company performs thorough penetration testing of Umbraco every 6 months to detect and address vulnerabilities.

3. Disaster Recovery & Incident Control

What disaster recovery plans are in place? Umbraco has plans to address infrastructure failure, database loss, service outages, and more. Core platforms covered include:

- Umbraco Cloud Websites
- Cloud Portal
- Umbraco Heartcore API

Our plans account for natural disasters, utility failures, cyberattacks (DDoS, ransomware), and man-made disasters.

4. Data Privacy & GDPR

Is Umbraco GDPR compliant? Yes. Umbraco A/S is GDPR compliant. We act as a "Data Processor" for the data you store inside your Umbraco Cloud projects.

Does Umbraco perform regular GDPR revisions? Yes, we conduct GDPR revisions twice a year (typically in May and November) to ensure ongoing compliance and proper data lifecycle management.

Does Umbraco have a Transfer Impact Assessment (TIA)? Yes. In response to the Schrems II case, Umbraco developed a TIA for all third-party suppliers where data transfer of personally identifiable information takes place in non-EU/EØS countries. These are reviewed twice a year.

5. Certifications & Regulatory Status

Umbraco monitors and aligns with several international standards and acts:

Certification/Act	Status
ISO 27001	Umbraco A/S has achieved ISO 27001 certification for its product offering.
HIPAA	Umbraco acts as a Data Processor. The Azure data centers used for Umbraco Cloud are ISO 27001 compliant (a superset of HIPAA).
NIS2	Compliance with the Danish implementation of the NIS2 Directive is required by July 1, 2025.
DORA	Legal applicability and obligations under the Digital Operational Resilience Act are assessed on a case-by-case basis.
SOC	Umbraco A/S does not currently have an active focus on obtaining SOC certification.
Cyber Resilience Act (CRA)	Requirements are being addressed as part of broader information security initiatives.

6. Contact Information

For further guidance or specific compliance inquiries, please contact the Umbraco Compliance Team at gdpr@umbraco.com.

This document is based on information retrieved from the Umbraco Trust Center.