



# Security & Privacy at [monday.com](https://monday.com)



# Answers to Frequently Asked Questions

## Get the answers you need

Welcome to monday.com’s security & privacy FAQ. In this document, you will find answers to important questions that we are frequently asked regarding the security of our application and infrastructure, as well as details regarding our API and incident readiness. While this document contains answers to our most frequently answered questions, should you have any additional questions or clarification requests, please contact our 24/7/365 support team at [support@monday.com](mailto:support@monday.com).

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## Introduction

### Privacy terminology:

A Data Controller determines the means and purposes of processing personal data. A Data Processor processes personal data solely on behalf and in accordance with the data controller’s instructions.

monday.com Ltd. is the “data controller” of its Prospects’, Users’ and Customers’ personal data, as such terms are defined in the [privacy policy](#). Accordingly, we assume the responsibilities of a data controller (solely to the extent applicable under law), as set forth in our privacy policy – as we collect such personal data for our own independent business purposes.

In addition, monday.com is the “data processor” of personal data contained in Customer Data, as submitted by our Customers and their Users to their monday.com account’s boards, items and docs (i.e. “Customer Data”). We process such data on behalf of our customer (who is the “data controller” of such data – considering the customer controls which data types are submitted to their account), and in accordance with its reasonable instructions, subject to our [Terms](#), our [Data Processing Addendum](#) (to the extent applicable) and other commercial agreements with such Customer.

## Governance Risk and Compliance

### 1 Q: Does monday.com have a formal information security program in place?

**A:** Yes. The program takes into account local and international applicable laws, standards and regulations applicable to monday.com, and defines the measures and controls that we have in place designed to protect the monday.com service and its customers’ data.

The program is based on ISO 27001 and includes in its scope the entire monday.com organization, including its subsidiaries, employees, contractors, subcontractors, partners and anyone who creates, maintains, stores, accesses, processes or transmits monday.com’s or its users’ information in connection with the performance of the service provided by monday.com.

### 2 Q: Which Security and Privacy related regulations, standards and certifications does monday.com comply with as of the date hereof?

**A:** monday.com has developed its security and privacy programs in compliance and according to several industry-standard compliance programs, as well as leading privacy and data protection regulations in the territories where our service is offered.



You can find all of our certificates [here](#) under the Compliance & Certifications section. Additionally as a public company, monday.com is SOX (Sarbanes–Oxley compliant, you can view our financial statements [here](#).

**3 Q: Does monday.com have dedicated Security personnel?**

**A:** Yes. Our security efforts are guided and monitored by our Security Team and wider Security Forum, which is composed of representatives from Infrastructure, R&D, Operations and IT Teams. Our Security team is led by our CISO, and our Security Leadership have decades of experience in cybersecurity.

**4 Q: Does monday.com have a physical security policy?**

**A:** Yes. Physical security at our office includes access control based on personal identification, 24/7 CCTV monitoring and alarm systems. Note that as a fully cloud based solution, no customer data is hosted in monday.com offices. Our systems are hosted on AWS, with certain backup data hosted on GCP (for customers hosting in US data region). These data centers employ leading physical and environmental security measures, resulting in highly resilient infrastructure. For more information about their security practices, please see below:

AWS: <https://aws.amazon.com/security/>

GCP: <https://cloud.google.com/security/>

**5 Q: Do you have Risk Assessment Framework?**

**A:** Yes. monday.com's Information Security Risk Assessment Policy is designed to provide an understanding of the risks to which information and information assets

are exposed and a framework for the mitigation steps of perceived risks. We undergo a risk assessment as part of our ISO 27001 certificate, which is conducted annually. As part of the risk assessment process, threats to system security are identified and evaluated and the risk from these threats is formally assessed. The process is documented and maintained and all remediation activities must be approved by management.

**6 Q: Does monday.com have an information security awareness program?**

**A:** Yes. As part of their initial onboarding process and at least once a year afterwards, monday.com employees are required to complete formal training regarding the information security and privacy obligations they must fulfill. Training includes tutorials as well as written tasks, and are monitored by the Security Team.

Quarterly Security and Privacy Weeks are conducted by our Security Team to further increase awareness amongst employees.

In addition, dedicated training sessions are conducted as necessary (e.g. developers undergo secure coding training).

**7 Q: How frequently are monday.com's information security policies reviewed?**

**A:** Information security policies are reviewed on an annual basis and approved by relevant management officials. Other than that changes can be made upon material change, updated processes, etc.

**8 Does monday.com engage any processors/sub-processors who will have access to the personal data you share with us?**

**A:** Yes, we use sub-processors to provide our service. A list of our sub-processors, including their hosting region and the type of service they provide us with, is available [here](#).

You can also subscribe to receive email notifications regarding any changes made to our sub-processors list through the link above

# Privacy

## 9 Q: Does monday.com have a Privacy Notice/Policy?

**A:** Yes, monday.com is the “data controller” of personal data related to our users, given that the purposes of processing this data, and the means by which we process it, are exclusively determined by us. monday.com’s Privacy Policy, can be found in the following [link](#).

## 10 Q: Does monday.com have agreements in place with customers, in which they determine the nature of processing customer data?

**A:** Yes. Please see our [Terms of Service](#) and [Data Processing Addendum](#).

## 11 Q: What type of data does monday.com collect?

**A:** Upon creation of a new account, we store personal data provided to us by users, such as: the user's full name, email address and phone number as part of the user profile. For more information on the data monday.com collects as the data controller, see our [Privacy Policy](#).

For data submitted to the monday.com platform (i.e. in boards, items, docs, etc - “Customer Data”), monday.com acts as the “data processor”, and the customer is the “data controller”. As such, the customer determines the data types that are submitted to the monday.com platform..

When you start using the monday.com service, the data stored by us will depend on your usage of the service and the type of data (such as text, files, etc.,) you and your authorized users who are signed into the service decide to submit and upload to monday.com.

## 12 Does monday.com have a formal process in place to stay up to date with updates to privacy laws/regulations and regulatory guidance?

**A:** monday.com's privacy efforts are guided and monitored by our Privacy Forum,

which is composed of representatives from the Legal, Privacy, and Security Teams, and led by our DPO (Aner Rabinovitz). The Forum continuously monitors updates to applicable privacy laws/regulations and regulatory guidance.

The Forum is responsible for, amongst others, upholding our "Privacy by Design" approach, and regularly evaluates the implications that new or proposed product developments and other initiatives will carry in relation to data protection.

### **13 Q: Is monday.com PCI-DSS compliant?**

**A:** We comply with PCI-DSS as a company when a customer pays us. However, the monday.com platform is not intended to process credit card data and is, therefore, not required to be PCI-DSS compliant.

Regarding payment: monday.com uses the services of a third party PCI-DSS certified billing processor; thus, any credit card payments paid through our billing processor are processed according to the PCI-DSS requirements. PCI-DSS data is not stored on our service.

Regarding uploading PCI-DSS data to the monday.com service: Please see Section 3.3 ("No Sensitive Data") to our Terms of Service: <https://monday.com/1/legal/tos/>

## **Client Platform Security**

### **14 Q: How does monday.com secure its users' access into the monday.com service?**

**A:** By default, access into monday.com is performed with the following authentication method: Credentials: username (usually your email address) and password.

In addition, two-factor authentication (2FA) via a text message or through an authenticator app can be optionally enabled by the account administrators. For Enterprise Customers, we also support the use of external identity providers, such as Google SSO, Okta, OneLogin and custom SAML 2.0, for more information, [please see](#).

**15 Q: Does monday.com support the configuration of password policies?**

**A:** If you choose to authenticate your account users using credentials, we provide administrators with a choice of two passwords strength settings for their accounts:

- 8 characters minimum with no repeating or consecutive characters allowed, or
- 8 characters minimum with no repeating or consecutive characters allowed and an inclusion of at least one digit (1, 2, 3), one lowercase letter (a, b, c), and one uppercase letter (A, B, C).

**16 Q: Does monday.com provide audit logs of user activity in the platform?**

**A:** Yes, logs are provided in two forms: The [Activity Log](#) and the [Audit Log](#).

- The Activity Log is split into the Board Activity Log and the Item Activity Log. The Board Activity Log shows all of a board's past activity in one list, including changed dates, statuses, movement between groups, automations, and permissions. The Item Activity Log tracks all updates made to an individual item.
- The Audit Log provides account admin(s) a detailed report of all account security-related activity. In this section, you can see when users last logged in and out of the account, from which device, and their IP address for the session. This way, you can monitor any suspicious activities and activate the Panic Mode if needed.

**17 Q: How long does monday.com retain my data? What happens to it if I stop using the service?**

**A:** monday.com customers retain full control of their uploaded data and may modify or delete it at all times during their subscription term - using the means available to them through monday.com's user interface.

Admins of the account can request deletion of the account data as part of the account closure procedure, which is done through monday.com's admin panel. All data submitted to the account will then be deleted within 90 days, which includes a 30-day period to allow for rollback, and additional 60 days to delete the data from our databases and our sub-processors' databases.

Alternatively, admins may opt to keep account's data even after they close their account and cancel the subscription, in which case our current policy is to retain it but without commitment to a specific duration. In such cases, we may delete it with or without notice.

Please note that you can export data from your account at any time in two formats:

- Boards can be exported to excel;
- The entire account's data can be exported through the administrator panel into a zip archive containing excel sheets and the files uploaded to the account (limited to administrators only), for more information [please see](#).

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## **Application Security**

### **19 Q: Do you provision employee users using the principles of least privilege?**

**A:** Access is granted based on role and by the need-to-know and least privileges principles using an Identity Provider (IdP). User access is modified within 24 hours following a change in employment or termination (alongside the return of the company's equipment). Quarterly user access reviews are conducted to ensure the appropriateness of access privileges.

**20 Q: Do monday.com employees have access to customer data?**

**A:** Customer data is treated as a "black box" and is generally not accessed for the performance of our service.

Access is granted based on the need-to-know and least privileges principles for the performance of our service and the purposes as outlined under section 3.1. (Customer Data) of our [Terms of Service](#).

For example, for the purpose of troubleshooting user reported issues, we may request user approval in order for our R&D department personnel to assist with troubleshooting whilst accessing the account.

**21 Q: Is customer data encrypted? What methodologies are used to encrypt data?**

**A:** Yes, monday.com uses the following methods to encrypt customer data:

- Data at rest is encrypted using AES-256.
- Data in transit across open networks is encrypted using TLS 1.3 (at minimum TLS 1.2).
- A multi-round Bcrypt function is used to hash passwords and they are salted as well.

**22 Q: How does monday.com ensure that its code is being developed securely?**

**A:** We use OWASP Top 10 and Common Vulnerability Scoring System (CVSS) standards to build in security for our software development lifecycle. All code written by our developers is statically analyzed and peer reviewed to ensure code quality and security before its deployment. We continuously evaluate and monitor our application for vulnerabilities during and after deployment.

**23 Q: Does monday.com perform application security testing?**

**A:** Application penetration testing is performed on an annual basis, each year by an independent third party, which includes manual and automatic testing methods.

In addition, our internal Application Security Team regularly performs security

audits and penetration tests for various features which require deep understanding of our internal security mechanisms and architecture. Dynamic application security testing (DAST) is performed on at least a weekly basis.

**24 Q: Does monday.com have an easily discoverable way for external parties to report security vulnerabilities?**

**A:** Yes, security vulnerabilities can be reported to [security@monday.com](mailto:security@monday.com), or through our HackerOne vulnerability submission form [here](#).

## Infrastructure Security

**25 Q: Is the monday.com service available in an on-premise version?**

**A:** monday.com is a fully cloud-based service and does not offer an on-premise version of its service.

**26 Q: Where are monday.com's data centers located?**

**A:** monday.com is a fully cloud-based service. Our service is hosted on Amazon Web Services infrastructure. We have recently have made updates with respect to our default hosting locations. In addition to the US Data Region, we may store data within the EU or APAC Data Region. Both of these options are storage and processing facilities that are operated by [Amazon Web Services \(AWS\)](#). Our data center is hosted across multiple Availability Zones, with a DR site established in a different region. Please refer to [this article](#) for an overview of where data centers are located and where data is stored.

These data centers employ leading physical and environmental security measures, resulting in highly resilient infrastructure. More information about their security practices is available at:

[AWS security page](#)

**27 Q: Do you segregate between different clients' data?**

**A:** Our environment is multi-tenant with logical separation between customers. Customer data is segregated at the application level using unique IDs that are the result of a combination of several parameters.

**28 Q: How often is data backed up?**

**A:** We continuously backup user data and distribute the encrypted backups across multiple AWS Availability Zones, where they are retained for 25 days. We have also established a disaster recovery site in a separate AWS region. Activity Log data is backed up to GCP (US, multi-region), where it is stored for 7 days.

**29 Q: Does monday.com have a Disaster Recovery Plan?**

**A:** Yes. We maintain a Disaster Recovery Plan (DRP) for dealing with disasters affecting our production environment, which includes the restoration of the service's core functionality from our dedicated DR location. Testing is conducted at least twice a year. monday.com's DR test may be in the form of a walk-through, mock disaster, or component testing. The Disaster Recovery Plan can be seen in our [Trust Center](#).

**30 Q: How do you ensure your service's availability?**

**A:** We employ a microservices architecture to ensure minimal impact on system health in the case of failure of one or more components. Multiple Availability Zones are used to provide further resiliency and we have alternative providers for some of the services we rely on.

Enterprise customers are provided with a 99.9% SLA, subject to terms of the [SLA](#). Additionally, our service's availability can be monitored through our [status page](#), where you can also subscribe to receive updates via email or text messages.

**31 Q: What standards does monday.com employ for secure architecture design?**

**A:** We are an [AWS Advanced Technology Partner](#). This serves as an attestation

that AWS itself has rigorously vetted monday.com in terms of infrastructure, security, best-practice design and more.

## Incident readiness

### 32 Q: Does monday.com have a formal incident response plan?

**A:** Yes. Our Incident Response Plan sets forth internal guidelines for detecting incidents, escalating them to the relevant personnel, communication (internal and external), investigation, mitigation and post-mortem analysis.

Further information can be found in Section 7 (Data Incident Management and Notification) of our [DPA](#).

### 33 Q: How will monday.com inform me if an incident or a breach have compromised my personal data?

**A:** The format would depend on the type, scope and scale of the incident, though at minimum it will include an email sent to your account administrator(s). You would be informed to the extent available of the nature of the breach, the harmful effects of which monday.com is aware, and the actions monday.com has taken and plans to take.

## Integration options

### 34 Q: Does monday.com offer API access?

**A:** Yes, you can find documentation on our GraphQL API [here](#).

### 35 Q: Does monday.com support further integrations with its service?

**A:** Yes. In addition to our API, we support Integrations with [various other software solutions](#) to create customized workflows, including Zoom, Slack, Zendesk, Microsoft Teams, Salesforce, Outlook and more. This is an optional capability which can be disabled through the admin panel.