

# Millicell<sup>®</sup> Cloud Privacy and Security Guide

## Millicell<sup>®</sup> Cloud

### Introduction

Millicell<sup>®</sup> Cloud is a web-based application that enables convenient downstream analysis of data acquired by a suite of instruments, including the Millicell<sup>®</sup> DCI Digital Cell Imager, Millicell<sup>®</sup> ERS 3.0 Digital Voltohmmeter, and others. Millicell<sup>®</sup> Cloud provides additional benefits, such as:

- Simplification of analysis across multiple instruments and experiments using a cloud-based application.
- Convenient sorting, archiving, and sharing of data.
- Expanded capability, cost savings, data backup, and protection.

### Data Security

#### Physical Access Security

Our data resides in highly secure cloud facilities, protected by industry-leading physical security measures. These include strict access controls, comprehensive surveillance, biometric authentication, and 24/7 security personnel. This multi-layered approach ensures that your data is physically secure from unauthorized access.

#### Encryption

Data security is further enhanced through pervasive encryption. All data is encrypted at rest, meaning it is unreadable without the correct decryption keys. This safeguard ensures that even in the unlikely event of a data breach, your information remains protected and inaccessible to unauthorized parties.

### Backup

Data resilience is ensured through a comprehensive backup strategy with redundant storage. This system provides multiple layers of protection, ensuring that your critical information can be quickly and reliably recovered in case of unexpected events or system failures.

### Network Security

#### Network Layer Security

Network and web application security are fortified through a multi-layered approach. Web Application Firewalls (WAFs) actively monitor and filter traffic, protecting against common web attacks. Additionally, hardware firewalls at the cloud provider level create a robust perimeter defense, further safeguarding your data from unauthorized access.

#### TLS Encryption

All connections between the cloud and your devices, as well as user-to-cloud interactions, are secured with Transport Layer Security (TLS) encryption. TLS is the industry-standard protocol for establishing secure communications over a network, ensuring data confidentiality and integrity. This means your data is protected during transmission, preventing unauthorized interception or tampering.

## Observability

We are committed to providing a reliable and seamless experience for our customers. To achieve this, we leverage advanced observability tools to constantly monitor our systems, applications, and infrastructure. This real-time visibility allows us to detect and diagnose potential issues before they escalate into major problems, enabling proactive remediation and minimizing disruptions.

In addition to reactive monitoring, we employ predictive maintenance techniques. By analyzing historical and real-time data, we can identify patterns and anomalies that may indicate future failures. This allows us to proactively address potential issues, ensuring optimal performance and minimizing any negative impact on our customers.

Our commitment to observability and predictive maintenance not only ensures the stability and reliability of our cloud platform but also demonstrates our dedication to providing a seamless and uninterrupted experience for our users.

## Privacy by Design

We are deeply committed to protecting your privacy and have integrated the principle of "**Privacy by Design**" into every aspect of our development process. This means that privacy considerations are not an afterthought, but rather a fundamental part of our application's architecture and functionality.

## Key aspects of our Privacy by Design approach include:

- **Data Minimization:** We collect only the data necessary to provide our services and operate our business
- **Purpose Limitation:** We use collected data only for the purposes for which it was collected or as otherwise permitted by law
- **Transparency:** We provide clear and concise information about our data collection, use, and sharing practices
- **User Control:** We give you control over your data, including the ability to access, correct, and delete your information
- **Security:** We implement robust security measures to protect your data from unauthorized access, use, disclosure, alteration, or destruction

By embedding privacy considerations into the very core of our application, we ensure that your personal information is protected at every stage of its lifecycle.

## Summary

We are dedicated to providing a secure cloud ecosystem that empowers our customers to accelerate their scientific research using our products. We take a proactive approach to security, continuously evolving our practices in line with industry standards and emerging threats. We understand the trust you place in Merck, and we remain committed to protecting the security and accessibility of your data.

## To place an order or receive technical assistance

In Europe, please call Customer Service:

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Germany: 069 86798021	Switzerland: 0848 645 645
Italy: 848 845 645	United Kingdom: 0870 900 4645

For other countries across Europe, please call: +44 (0) 115 943 0840

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