# Data privacy:
Digital pathology on demand

IRON MOUNTAIN®

Service overview

Iron Mountain Digital Pathology On Demand ('DPOD') solutions help laboratories manage an ever-growing volume of slides and blocks. DPOD delivers faster access to high quality slide images by eliminating the wait for physical slide delivery from archival storage prior to scanning while also securing shared images in a scalable managed environment. With DPOD, a customer can search, annotate, share images to facilitate collaboration, and archive them for future use. DPOD can facilitate customer's use of artificial intelligence technology for the analysis of slide images. The provision of DPOD may involve processing of personal data, including sensitive health data that require special protection.
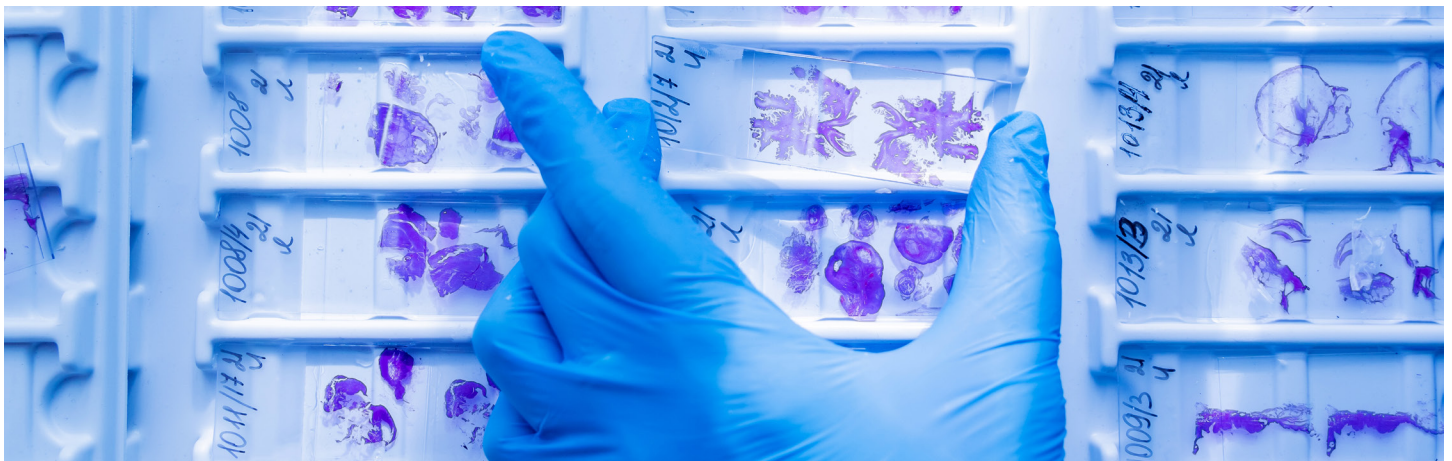
Digital pathology imaging workflow:
A step-by-step overview

1. Customer logs into the secure Iron Mountain's DPOD portal and chooses the option to retrieve an image of a slide.

2. Customer's order is received in our pathology record center.

3. Order details are printed, and our team physically pulls the specified physical slides from the container.

4. Slides are prepared, cleaned, and placed in the Imaging tray.

5. Slides go through the imaging process to create digital images.

6. Quality control is performed on the digital images to ensure they meet standards.

7. Approved images are loaded into the Digital Pathology On Demand (DPOD) portal.

8. Customer is notified that their requested images are available. They can log into the portal to view and retrieve the images.

Customer data

Any type of customer data captured on pathology slides, along with data that resides on their labels may be processed for the purposes of provision of DPOD by Iron Mountain. The customer has full discretion as to what data resides on slides and is submitted for scanning (including what data resides on slides' labels). Customer data is retained only for the duration of the services and then either returned or deleted upon the customer's direction.

Sub-processors

Support services are provided by Iron Mountain's global team with team members in each region as well as by selected third party providers who are subject to the same policies and standards as Iron Mountain employees.

International data transfers

Many countries have laws governing international transfers of personal data. Iron Mountain is aware of these requirements and relies on the Standard Contractual Clauses for internal and external transfers of personal data, as may be applicable and relevant, e.g. EU/UK personal data to countries such as the U.S. and India.

Privacy safeguards

Iron Mountain has a Global Privacy Program and an appointed Global Privacy Officer. A team of privacy & compliance professionals monitor legislative and regulatory developments and provide advice to ensure that relevant privacy safeguards are embedded into our services.

Security controls

Iron Mountain maintains ISO 27001 and SOC2 Type 2 certifications. Iron Mountain applies appropriate technical, organization and administrative measures, including encryption, to ensure that customer data remains secure at all times. Please see our public site covering our Certifications and Audit Reports.

Contact

If you would like to learn more about Digital Pathology Services or our privacy compliance, we are available to assist you. For privacy compliance related inquiries, please contact us at global.privacy@ironmountain.com and visit Privacy & Data Protection website for our standard data processing contract terms.

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About Iron Mountain

Iron Mountain Incorporated (NYSE: IRM), founded in 1951, is the global leader for storage and information management services. Trusted by more than 220,000 organizations around the world, and with a real estate network of more than 85 million square feet across more than 1,400 facilities in over 50 countries, Iron Mountain stores and protects billions of information assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include secure storage, information management, digital transformation, secure destruction, as well as data centers, art storage and logistics, and cloud services, Iron Mountain helps organizations to lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working. Visit www.ironmountain.com for more information.