

illumina Proactive Privacy and Security Statement

illumina Proactive is a secure and remote instrument performance and proactive support service that is designed to meet industry best practices and evaluated to adhere to privacy and security requirements contained in various data protection laws.

Cloud Certification and Attestations

illumina Proactive integrates with the existing illumina cloud infrastructure provided by Amazon Web Services (AWS). It inherits controls from illumina BaseSpace Sequence Hub whose suite of cloud applications have achieved annual ISO 27001:2013 audit certification and HIPAA attestation (AT101). illumina Proactive does not require a BaseSpace Sequence Hub account.

Privacy Safeguards

- illumina Proactive does not access or transfer any customer personally identifiable information or sensitive patient information contained within illumina instruments.
- illumina Proactive utilizes a single Command Screen across all illumina instruments providing consistent controls for the customer including the ability to:
 - Enable or disable illumina Proactive at any time
 - Send instrument performance data only when instruments are enabled, and transfer instrument data in comma delimited files to illumina’s secured AWS data warehouse.
- illumina Proactive has been designed and tested to ensure the system does not access or store sensitive patient information, genomic data, or sample identifiers.

Security Safeguards

- All data is encrypted “at rest” with Advanced Encryption System (AES)-256 and “in transit” through Transport Layer Security (TLS).
- Back up processes are tested annually and validated by third party audit.
- Full software regression testing is performed after new features has been added to ensure that the application performs as intended.
- Additional security safeguards include, but are not limited to:
 - Vulnerability / penetration testing
 - Intrusion detection
 - Privilege access management
 - Anti-virus
 - Security patching

HIPAA

As a HIPAA Business Associate, illumina complies with the HIPAA Rules by developing and maintaining a set of comprehensive policies and procedures for the HIPAA Privacy, Security, and Breach Notification Rules. illumina Field Service Engineers and Customer Support Team Members are required to complete HIPAA training. Specific for illumina Proactive, we have executed multiple HIPAA Business Associate Agreements (BAAs) with AWS across numerous platforms.

illumina Global Privacy Policy

illumina’s commitment towards responsible stewardship and ethical use of personal information can be found in our Global Privacy Policy located here: www.illumina.com/company/legal/privacy.html