Logitech
Space Management

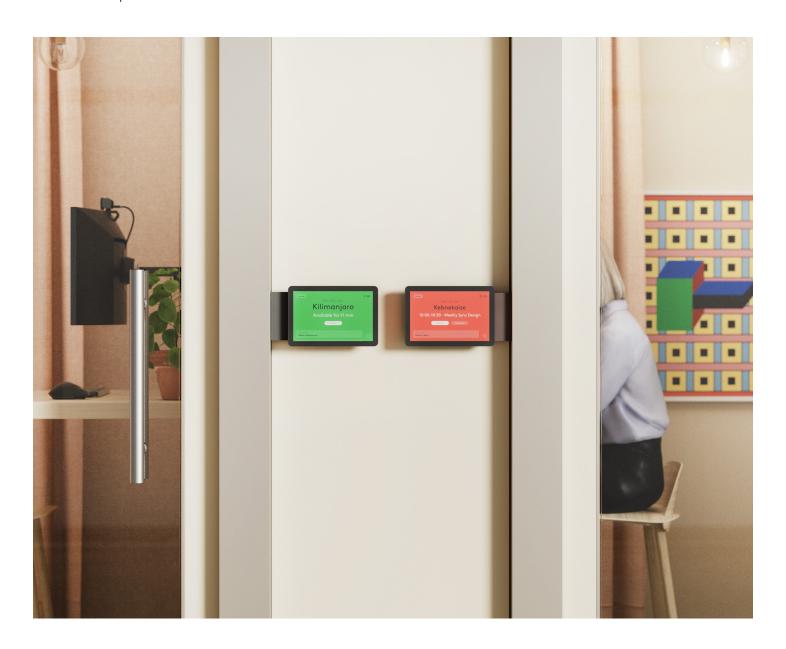## Security & privacy whitepaper

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Logitech Room Booking, Logitech Desk Booking, Logitech View, space automation, and workplace insights offer a complete space reservation and wayfinding solution, making it easier than ever for employees to find, book, and use spaces. These services are built to integrate with the rest of the Logitech ecosystem, including cloud management for devices and policies.

IT leaders often have questions about security and privacy when onboarding a new tool for their teams. This whitepaper addresses how Logitech Room Booking, Desk Booking, and View manage data consistent with the Logitech Privacy Policy and Terms of Service.

Note: The latest version of this whitepaper is available on the Logitech website.

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Security governance at Logitech

Customers can be confident that Logitech has established and implemented best-practice information security processes. All space management software development security protocols use ISO/IEC 27001:2013 as guiding roadmaps. Our security processes are managed by a diverse set of product stakeholders, ranging from product management to engineering, who apply these security standards as core operating principles in our Secure Software Development Lifecycle (SSDLC).

Continuous integration and delivery

Logitech implements a well-established Continuous Integration and Delivery (CI/CD) pipeline that enforces strict engineering requirements to ensure the quality of the software before any new changes are deployed to production. The process streamlines quality assurance, including, but not limited to, functional tests, security tests, integration tests, and change approvals from all stakeholders. Our deployment process ensures that new software releases are seamlessly deployed without impacting service availability.

Application security testing

To demonstrate our dedication to security, Logitech has integrated several application security tools into the development lifecycle, including Static Application Security Testing (SAST) and Dynamic Application Security Testing (DAST). Additionally, Logitech has allocated resources to dedicated security teams tasked with identifying security issues and vulnerabilities in our products.

Logitech also conducts security testing through third-party security consultants. These assessments encompass but are not limited to common security weaknesses outlined in the Open Web Application Security Project (OWASP) and MITRE's Common Weakness Enumeration (CWE). If any vulnerabilities are identified during testing, Logitech will promptly address all security issues as identified by the vendor.

Calendar authentication and authorization

When IT team members connect a calendar service to their Logitech Sync Portal account to use with Logitech Room Booking, Desk Booking, or View, they must first sign into the calendar service using a service account for that particular service provider. Once they have successfully signed in, the calendar service provider will show IT users the access Sync requires to carry out Room Booking, space automation, workplace insights, and View functionality.

For calendars connected to Sync, we request the following access rights:

Microsoft 365

- offline_access
- Calendars.ReadWrite.Shared
- Place.Read.All
- User.Read

Google Workspace

- https://www.googleapis.com/auth/userinfo.email
- https://www.googleapis.com/auth/admin.directory.resource.calendar.readonly
- https://www.googleapis.com/auth/calendar.events
- https://www.googleapis.com/auth/admin.directory.user.readonly

This allows Logitech Room Booking, Desk Booking, and View to read calendar data, show events, indicate room status, add ad-hoc meetings, edit meetings on the calendar, and carry out space automation like Auto Book and Auto Release.

Auto Book and Auto Release space automations

With calendar access and in-room participant data from Sync it's possible to enable space automation with Auto Book and Auto Release for meeting rooms and spaces. When someone is detected in a space by a supported camera or sensors in the room, that space can be booked automatically; if no one shows up, the space can be released; and, if the meeting ends early, the end time can be adjusted to ensure that in-room usage is accurate.

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Data in transit

Logitech Room Booking, Desk Booking, View, space automation, and workspace insights are made up of two parts: 1) the Room Booking, Desk Booking, and View apps, and 2) the cloud-based Sync Portal. The Room Booking app runs on Tap Scheduler, a CollabOS device; the Logi Tune app runs on Windows/Mac/iOS/Android; and the View app runs on RoomMate, also a CollabOS device. The Room Booking, Desk Booking, and View apps communicate directly with Sync Portal to receive data on the rooms and desks they are connected to as well as for calendar events.

All communication between Sync Portal and the Room Booking, Desk Booking, and View apps occurs over HTTPS and MQTT network protocols. The traffic from both protocols is authenticated and encrypted using Transport Layer Security (TLS) version 1.2 or above, with AES 128-bit/256-bit cipher suites support, to ensure confidentiality and data integrity over the internet.

Data at rest

Calendar data and desk booking data for Logitech Room Booking, Desk Booking, View, space management, and workplace insights is stored in Sync and are protected using the strongest standard AES 256-bit encryption. Additionally, the encryption keys are further encrypted and centrally managed by the AWS Key Management Service to safeguard customer data from data breaches. Logitech only stores 48 hours of data from connected calendar resources.

Service availability and disaster recovery

To ensure 24/7 service, the data for Room Booking, Desk Booking, View, space management, and workplace insights is stored in Sync and designed with fault-tolerant software architecture and infrastructure for highly available service. The deployment process is fully automated and the service can be redeployed quickly for any emergency changes without interruption. Logitech Sync provides 35 days of backup coverage, allowing full recovery without service interruption in any region during emergencies.

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Data collection and privacy

The Privacy & Security Policy outlines the types of data Logitech collects, how we use it, and how we protect personal information collected by our products, services, apps, and software. Logitech is a group of companies operating under a parent company, Logitech International S.A. The specific Logitech company that controls your data will vary depending on your relationship with us (whether you are a customer, partner, or contractor, or you have another relevant relationship). We do not capture, store, or transfer any audio or video. Below, we provide a full listing of the data we collect and its usage.

Data collection source	Type of data collected	Purpose of data collection	Datastore
Sync Portal	• Room name • Seat count • Room attributes • Room alias • Group names • Room activity log • License status • Room Booking settings • Group device settings • Update channels settings • Background images • Desk name • Desk attributes • Desk activity log • Desk Booking settings • Group desk settings • User name • User email	Identification, grouping, and configuration of rooms and desks within Sync and on Tap Scheduler using Logitech Room Booking; on Logi Dock Flex with Logitech Desk Booking; on Logi Tune; and on RoomMate using Logitech View.	AWS
Sync Portal	• Occupancy data • Map data	Used to carry out Auto Book and Release functionality and to display maps.	AWS
Calendar service provider	• Calendar data: subject, start time, end time, organizer (name only), number of attendees (attendee names and other identifying information are not stored) • Resource data: display name, email address, building, floor, capacity	Room status, ad-hoc bookings, Auto Book and Release, a list of upcoming events.	AWS
Logitech Desk Booking (used through the Logi Tune application)	• Desk name • Desk attributes • Desk Booking settings • Room name • Room alias • License status • Room name • Map data • User name • User email • User profile image	Used to show desk bookings, desk status, room status, and maps.	AWS

Regional data storage

To support data residency/sovereignty and security requirements, Logitech has deployed independent Sync services in multiple regions. If you do not have regional data storage limitations, we recommend using the global instance (sync.logitech.com).

Service supported	Region	URL	AWS region
Logitech Room Booking Logitech Desk Booking Logitech View	Global	sync.logitech.com	us-west-2
Logitech Room Booking Logitech View	EU	eu.sync.logitech.com	eu-central-1
Coming soon	Canada	ca.sync.logitech.com	ca-central-1
Coming soon	France	fr.sync.logitech.com	eu-west-3

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