



 **METASYS**

Cybersecurity and data privacy

Secure your systems and data with cyber-resilient building automation

How Metasys systems protect your business

Security is designed into all Johnson Controls products, hardware, hosted services and software. Metasys incorporates industry and government best practices to help keep your building, systems and data secure.



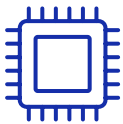
Data encryption

Various forms of encryption to protect sensitive data at rest and in transit. Examples include disk encryption, FIPS 140-2 compliance, AES-256 and TLS-1.3



Role-based access control (RBAC)

Roles and permissions can be assigned individually to each user's account, allowing for the application of the principle of least privilege



Secure boot

Validates the signature integrity of all boot software before using it in the startup process. The system will only boot after firmware is validated as genuine by Johnson Controls



Validated authentication

Multi-factor authentication (MFA) enhances access control by requiring additional proof of identity such as a fingerprint or a mobile device code



Secure network communication

Protected network communication with capabilities such as BACnet/SC, 802.1X network access control and strong-type encryption cyphers

About Metasys

Metasys Building Automation System (BAS) is the foundation of modern building management.

Connect your commercial HVAC, lighting, security and protection systems to a single platform. Have all the information in one place to make smarter, savvier decisions that enhance occupant comfort, safety and productivity.

[Learn more here](#)



User management

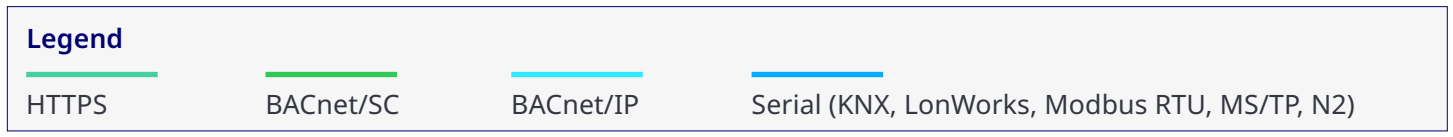
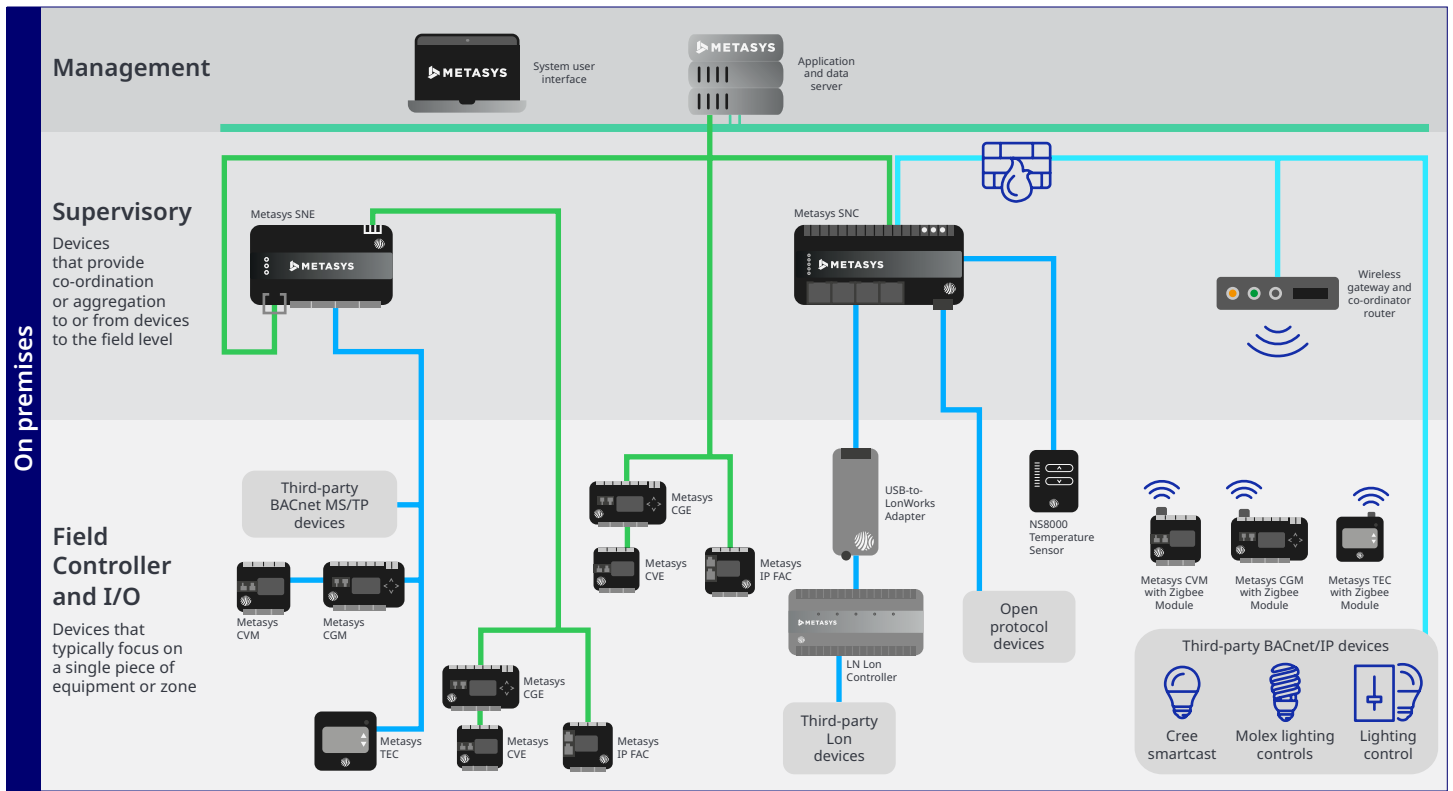
A range of features to create and manage users, such as support for external OAuth 2.0, active directory support over LDAPS, group-to-role mapping for streamlined user account setup, dormant account reporting and user account policies with password aging and history settings



Cyber Health Dashboard

Understand and address potential user and system cybersecurity risks. The Cyber Health Dashboard includes the following three widgets: Security Analysis, System Status and User Activity

Metasys architecture and data flow



** Controllers shown are representative of a Metasys system, other devices continue to be supported.

Data flow specifics will depend on the components chosen and how the solution is implemented.

ISASecure® Security Development Lifecycle Assurance (SDLA) certified

All Johnson Controls global development locations comply with this security lifecycle development certification, conforming with ISA/IEC 62443-4-1 and encompassing all associated brands.

This certification reinforces our customer commitment to provide cyber-resilient solutions that follow best-in-class industry practices.



Data privacy

Johnson Controls has a Global Privacy Office and a Global Privacy Program, involved at the beginning and throughout the design and development of our processes, activities, products, services and solutions, in accordance with internationally accepted principles of Privacy by Design. The Johnson Controls Privacy Program is led by our privacy experts and designed with the most stringent global privacy and data protection laws. In addition to product-related information provided in this section, please visit www.johnsoncontrols.com/privacy-center for more details on our Global Privacy Program.

a. Personal data processing details of Metasys Building Automation System (BAS)

See below details on each category of personal data processed by Metasys BAS, types of personal data within each category and the purpose of processing each type:

Personal data category	Type of personal data	Purpose of processing
User and account information	<ul style="list-style-type: none">User login IDPasswordPreferred languageRoleUser's typeUser's statusLogin dataAccount status Optional, upon system administrator and/or user's choice: <ul style="list-style-type: none">Full nameUser email IDPhone numberUser's description	<ul style="list-style-type: none">Required for user identificationRequired for user notifications (optional upon system administrator and/or user's choice)Required for audit records of actions taken by specific users for security and complianceTailoring the user experience based on individual profiles and preferencesEnables a system administrator to generate a user account report that the administrator may use to take action on dormant accounts

b. Data retention and deletion

Metasys BAS is operating on a customer site and/or on a third-party IT infrastructure upon a customers' choice. To the extent provided by a product's functionalities and based on a system's configuration, customers may access personal data ingested in Metasys BAS and delete it at any time on their own.

User accounts can optionally be configured to become dormant after a designated number of days following the last login. User accounts can also be optionally configured to lock out when they become dormant. These options are set by a system administrator. Metasys BAS can generate a user account report that a system administrator may use to identify dormant accounts they may want to delete.

To the extent provided by a product's functionalities, customers may export customer's personal data in a structured, commonly used, machine-readable format as provided by Metasys BAS.

To learn more about our cybersecurity and privacy solutions, visit our website at www.johnsoncontrols.com/trust-center or contact us at TrustCenter@jci.com.

Please note that this document is for customer guidance purposes only, is not legal advice and is subject to changes from time to time due to modifications of our solutions. Johnson Controls is not a law firm and does not provide legal advice. While Johnson Controls products and solutions are designed for use in compliance with applicable law, implementation and deployment of Johnson Controls products and solutions should be reviewed by appropriate customer advisors and stakeholders for such compliance.

About Johnson Controls:

At Johnson Controls (NYSE:JCI), we transform the environments where people live, work, learn and play. As the global leader in smart, healthy and sustainable buildings, our mission is to reimagine the performance of buildings to serve people, places and the planet.

Building on a proud history of 140 years of innovation, we deliver the blueprint of the future for industries such as healthcare, schools, data centers, airports, stadiums, manufacturing and beyond through OpenBlue, our comprehensive digital offering.

Today, Johnson Controls offers the world's largest portfolio of building technology and software as well as service solutions from some of the most trusted names in the industry.