

Security & Procurement Overview

A one-page reference for IT, security, and procurement teams reviewing Sympheny — the energy-system planning platform built by a Swiss company around European data protection standards.

Company & product

Vendor	Sympheny AG, Switzerland
Product	Sympheny — SaaS platform for multi-energy system design and optimisation
Heritage	Spin-off of Empa (ETH Domain), built on 7+ years of underlying research
Swiss Made Software	Officially certified — developed, maintained, and supported in Switzerland

Hosting & data residency

Project data	Amazon Web Services (AWS), Stockholm, Sweden — within the EU
Customer relationship data	Salesforce, Frankfurt, Germany — within the EU
Payments	Sympheny does not store cardholder data. Payments are processed by certified third-party processors
Alternative deployments	US deployment and other specific data residency requirements for enterprise customers can be discussed during procurement

Privacy & regulatory alignment

GDPR	Fully GDPR compliant for processing of personal data of EU/EEA data subjects
Swiss data protection	Aligned with the Swiss Federal Act on Data Protection (revised nDSG)
Sub-processors	Published list of sub-processors involved in delivering the service is maintained at sympheny.com/sub-processors
Privacy Policy & GTC	Available at sympheny.com/privacy and sympheny.com/gtc

Customer data ownership & deletion

- Customer project data remains the property of the customer. Sympheny does not resell, archive, or repurpose project data.
- After cancellation, data remains accessible for an export period agreed in the contract.
- After the export period, data is permanently deleted from production systems in accordance with GDPR requirements.
- Data subject requests (access, rectification, erasure) are handled in line with the Privacy Policy.

Procurement & vendor review

For vendor security questionnaires, DPAs, sub-processor reviews, or to discuss US deployment and other data residency options, contact us and reference your procurement process. We aim to respond within two business days.

Vendor reviews: info@sympheny.com | **Web:** www.sympheny.com

Informational summary of material published on sympheny.com and our contractual documentation; it does not modify the GTC or any signed agreement. Sympheny does not currently claim SOC 2, ISO 27001, FedRAMP, or HIPAA certification.