



ENCY Security White Paper

Information Security, Data Protection and
Cloud Services Overview

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Purpose and Scope

This document provides a high-level overview of the information security, data protection, authentication and cloud-service practices associated with the ENCY software ecosystem.

It is intended to support customer security reviews, supplier assessments, procurement processes and compliance evaluations.

THE DOCUMENT COVERS

01 Company and legal information

02 Product and service architecture

03 Authentication and identity management

04 Hosting and data residency

05 Data protection and privacy

06 Third-party services

07 Publicly available legal and corporate documentation

IMPORTANT

This document describes only practices and capabilities that have been confirmed through ENCY's official documentation or by the responsible internal teams. Product-specific or customer-specific requirements may require additional review.

Company Overview

LEGAL ENTITY

ENCY SOFTWARE LTD

COMPANY TYPE

Independent CAD/CAM and robotics software developer

REGISTERED OFFICE

9, Aiolou and Panagioti Diomidous, 3020, Limassol, Republic of Cyprus

REGISTRATION NUMBER

HE 460544

REGISTRATION CERTIFICATE NO.

019059016

VAT NUMBER

CY 60079628L

DIRECTOR

Andrei Kharatsidi

GENERAL CONTACT

info@encycam.com · +357 25 054746

LEGAL FRAMEWORK

GOVERNING LAW

Republic of Cyprus

JURISDICTION

Limassol

ARBITRATION

European Court of Arbitration

ARBITRATION LANGUAGE

English

ENCY Product Ecosystem

ENCY develops an integrated ecosystem of software products for CNC machining, robotic programming, NC-code verification, digital-twin creation and cloud-based collaboration.

ENCY X

CAD/CAM ecosystem built to transform the way you work

ENCY

CAD/CAM for a new generation

ENCY Robot

A complete offline robot programming solution

ENCY Tuner

Shop-floor NC-code simulation software

ENCY Clouds

Cloud-based digital workspace for CAD/CAM programmers and machine operators

MachineMaker

Zero-code digital twin builder

ENCY Hyper

Hybrid programming of industrial robots

DESKTOP PLATFORM Core desktop products run natively on **Windows 10 and Windows 11, 64-bit.**

High-Level Product Architecture

L1 Customer environment

Windows workstation

ENCY desktop applications

CNC and robot programming environment

L2 ENCY identity and web services

ENCY account

Keycloak identity provider

OpenID Connect

Licensing and web services

ENCY API

L3 ENCY Clouds

Project collaboration

File sharing

Chat

Browser access

Mobile access

L4 External services

Payment services

Analytics platforms

AI providers

Federated identity providers

ENCY Clouds is described as a proprietary in-house collaboration system.

Authentication and Identity Management

ENCY uses **Keycloak** as its identity provider and supports standards-based authentication using OpenID Connect and OAuth 2.0.

Authentication capabilities may vary depending on the ENCY service and account configuration.

AUTHENTICATION STANDARDS

OpenID Connect

OAuth 2.0

Keycloak identity provider

SOCIAL AND FEDERATED SIGN-IN

Selected ENCY services may offer sign-in through supported third-party identity providers.

Hosting and Data Residency

HOSTING INFRASTRUCTURE

ENCY services are hosted using infrastructure operated by third-party hosting providers.

For security reasons, ENCY does not disclose the complete infrastructure architecture or the full list of infrastructure providers in public documentation.

PUBLICLY STATED LOCATIONS

ENCY's Terms and Conditions identify the United States and Germany as service-hosting locations. ENCY's Privacy Policy separately states that its servers are located in the United States.



Locations identified in ENCY's publicly available legal documentation. The exact allocation of services and data between these locations is not disclosed in this document.

INTERNATIONAL DATA TRANSFERS

Where applicable, EU Standard Contractual Clauses are used as a safeguard for international data transfers involving the European Economic Area and the United Kingdom.

Data Protection and Encryption

ENCY applies technical and organisational measures intended to protect information processed through its services.

Data in transit

Data transmitted between users and ENCY public web services is protected through HTTPS and TLS-secured connections.

Data at rest

ENCY applies encryption mechanisms to data stored within its infrastructure.

No method of electronic transmission or storage can be guaranteed to be fully secure.

GDPR and Privacy Framework

LEGAL BASES FOR PROCESSING

- Consent
- Performance of a contract
- Legitimate interests
- Legal obligations
- Vital interests

DATA SUBJECT RIGHTS

- Access
- Rectification
- Erasure
- Restriction
- Data portability
- Objection
- The right not to be subject to automated decision-making, where applicable
- Filing a complaint with the relevant data-protection authority

DATA REQUESTS

Requests may be submitted using the available data-subject request form, or by email to info@encycam.com.

RETENTION

Personal data is retained only for as long as necessary or while an account remains active. Data may subsequently be deleted or anonymised. Backup copies may remain isolated until deletion becomes technically possible.

Privacy and Data-Handling Principles

01

Purpose limitation

Data is processed for defined business and service-related purposes.

02

Data subject control

Users may exercise applicable privacy rights.

03

Retention limitation

Data is retained only for as long as required.

04

International-transfer safeguards

Standard Contractual Clauses may be used where applicable.

05

Contractual third-party controls

Partners and service providers process data under applicable contractual arrangements.

06

Protection of minors

ENCY does not knowingly collect data from or market to children under 18 years of age.

Third-Party Services and Identity Technologies

CATEGORY	SERVICE / PROVIDER
Artificial intelligence	Anthropic, OpenAI
Payments and fraud prevention	Stripe
Analytics	Google Analytics, Adobe Analytics
Advertising and measurement	Google Ads, DoubleClick, Meta Pixel
Maps	Google Maps Platform APIs
Federated identity	Google, Facebook, X

IDENTITY TECHNOLOGY
Keycloak Identity and access-management platform used by ENCY.

The third-party services listed above are identified in ENCY’s published privacy and cookie documentation. Keycloak has been separately identified as an identity-management technology used by ENCY. This overview should not be interpreted as a complete infrastructure or sub-processor register.

Public Legal and Corporate Documentation

LEGAL DOCUMENTS



Privacy Policy



Terms and Conditions



Cookie Policy



End User License Agreement

CORPORATE DOCUMENTS



Certificate of Incorporation



Registered Office Certificate



Certificate of Registration



Tax Residency Certificate



Company Management Certificate



European Union Trademark Registration Certificate (EUIPO)

ADDITIONAL RECOGNITION SOLIDWORKS Certified Solution Partner — since January 2026

SOLIDWORKS Certified Solution Partner is a technology partnership status and is not an information-security certification.

Scope and Compliance Limitations

ENCY's Terms and Conditions state that the Services are not tailored to comply with HIPAA or FISMA. Where a customer's use would be subject to those laws, the Services may not be used. The Services may not be used in violation of GLBA.

HIPAA

Not tailored to comply; may not be used where subject to it

FISMA

Not tailored to comply; may not be used where subject to it

GLBA

Must not be used in violation of requirements

ENCY should not be represented as certified or formally compliant with these frameworks unless separate written confirmation is available.

The Services are provided under the conditions defined in the applicable [Terms and Conditions](#) and [End User License Agreement](#). Please refer to the current versions of those documents for the governing terms.

Customer Security Review

ENCY understands that enterprise customers may require additional information during procurement, software-compliance and supplier-security assessment processes.

Additional technical, legal or organisational information may be reviewed and provided where appropriate, subject to availability, confidentiality requirements and internal approval.

MATERIALS THAT MAY BE PROVIDED

- ▶ **Corporate certificates** — Certificate of Incorporation; Registered Office Certificate; Directors & Secretary Certificate; Tax Residency Certificate; EU Trademark Registration Certificate

- ▶ Privacy statements and publicly available legal documentation

- ▶ Standard Contractual Clauses

- ▶ Answers to customer security questionnaires

- ▶ Additional product-specific information

SECURITY AND COMPLIANCE ENQUIRIES

info@encycam.com

PHONE

+357 25 054746

SUPPORT RESOURCES

support.encysoftware.com · docs.encycam.com