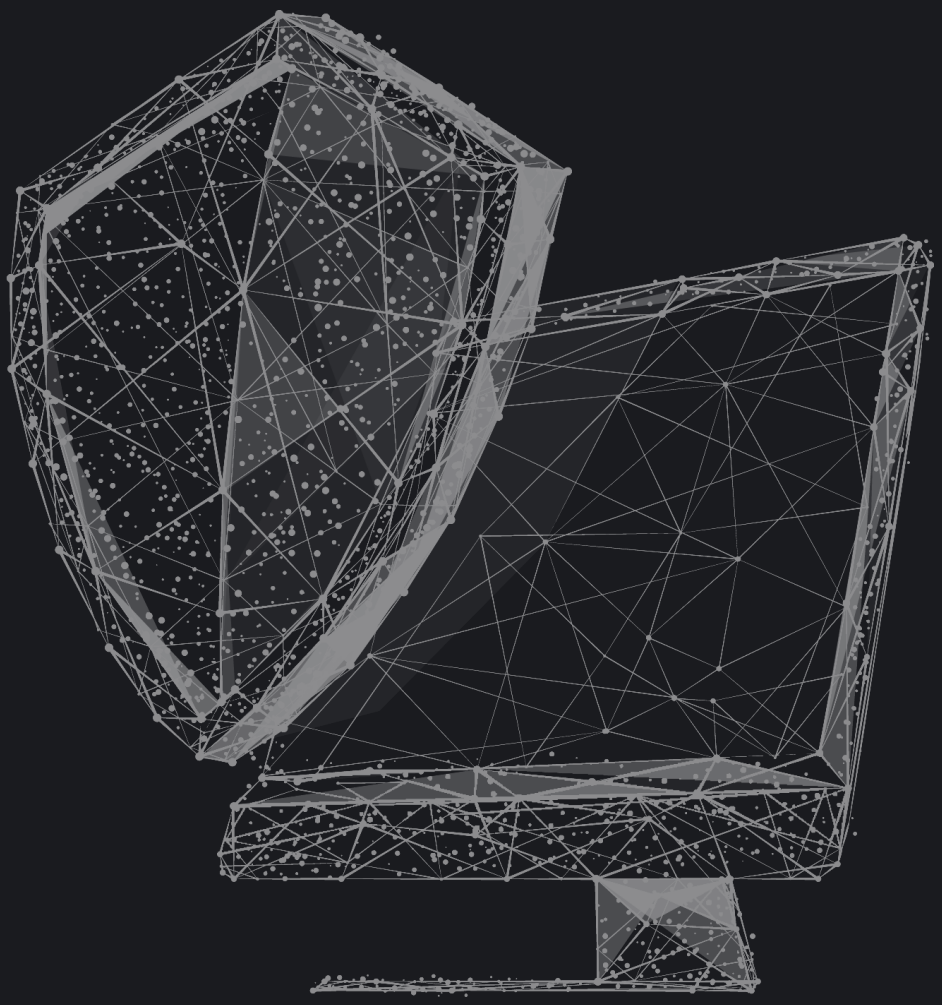

Markforged

Eiger Versions and Data Security

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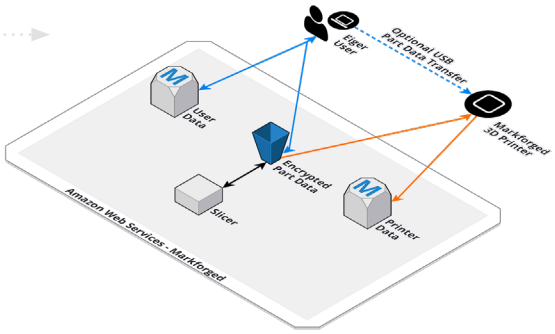
Eiger Software Offerings

Eiger

Eiger is the ideal, standard offering. It allows users a comprehensive experience from uploading a part file through having a completed part in hand. Eiger requires an Internet connection to verify user identities.

Network Diagram

Note, the orange lines indicate the paths that exist when the printer is connected to the Internet. If the printer is not connected to the Internet no printer data is collected, printer updates must be done manually via USB, and all print files must be manually transferred to the printer via a USB.

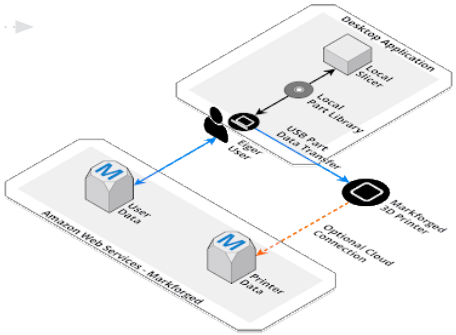


Local Storage Eiger

Local Storage Eiger is a containerized version of Eiger which stores STL files, Internal Slice Data and MFP Files on a user's hard drive. Since all part data is stored locally, users must manually transfer print files from their computer to the printer via a USB. Local Storage Eiger requires an Internet connection to verify user identities.

Network Diagram

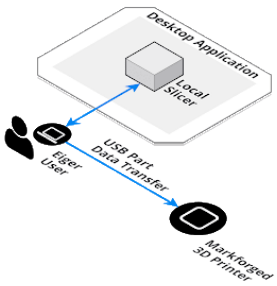
Note, the orange lines indicate paths that only exist if the printer is connected to the Internet. If the printer is not connected to the Internet no printer data can be collected and printer updates must be done manually via USB.



Offline Eiger

Offline Eiger is a standalone version of Eiger which requires no Internet connection. For security, no part data is uploaded to the cloud and print files generated on Offline Eiger are locked so that they only print on printers corresponding to the Offline license. Users must manually transfer print files and printer updates from their computer to the printer via a USB. Offline Eiger is a paid solution.

Network Diagram



Printer Modes

▸ Online Printer

Receives software updates directly from the cloud. An online printer transmits printer metadata to the Markforged cloud and, when combined with Eiger, receives print files from the Markforged cloud. Markforged has access to printer metadata that is sent to the Markforged cloud, but Markforged employees cannot access any customer part data without explicit permission from the customer.

▸ Offline Printer

Transmits no data to or from the Markforged cloud. Software updates and prints must be manually transferred to the printer via USB.

Data Use

▸ Data Types

Printer Metadata

Printer metadata includes all non-part specific information about a printer's use. This information is collected so Markforged can iterate on printer improvements and provide enhanced support. To learn when printer metadata is and is not transferred to Markforged, see below on Data Transmitted Via the Printer.

Part Data

This includes any STL files and part settings (fiber layout, print orientation, etc.). To learn when Part Data is and is not transferred to Markforged, see below on Data Transmitted Via the Printer.

User Data

This includes the first names, last names, and email addresses of users within an Eiger Organization. To learn when User Data is and is not transferred to Markforged, see below on Data Transmitted Via the Printer.

▸ Data Transmitted via Printers

	Online Printer	Offline Printer	Eiger	Local Storage Eiger	Offline Eiger
Printer Metadata on Markforged Cloud	Yes	No	--	--	--
Part Data on Markforged Cloud	--	--	Yes	No	No
User Data on Markforged Cloud	--	--	Yes	Yes	No

▸ Protection of Data Transmitted via Eiger

	Eiger	Local Storage Eiger	Offline Eiger
Where does the data live?	**Part Data:** AWS Cloud **User Data:** AWS Cloud	**Part Data:** Local Machine **User Data:** AWS Cloud	**Part Data: Local Machine** **User Data:** Not stored
Is the data available to Markforged?	**Part Data:** No, unless users choose to send parts to Markforged via Eiger **User Data:** Yes	**Part Data:** No **User Data:** Yes	**Part Data:** No **User Data:** No
How is the data protected?	**Part Data:** Encrypted in transit and at rest **User Data:** Encrypted in transit	**Part Data:** Customer is responsible for data security of parts on their local machines **User Data:** Encrypted in transit and at rest	**Part Data:** Customer is responsible for data security with no network connection **User Data:** Customer is responsible for data security with no network connection