

MarkForged Data Privacy

MarkForged takes the security and privacy of all of your data very seriously.

We use the standard best practices for cloud services, including requiring HTTPS connections to our servers for security, firewalls protecting our database servers, off-site backups for user data, and the security provided by our hosting provider, Amazon Web Services (AWS). To learn more, you can read about [AWS security policies](#).

How Eiger Works

Eiger is MarkForged's 3D printing software. It was designed from the ground up to be secure, easy to use, and convenient to access.

There are four kinds of data that Eiger deals with:

1. **STL files**
2. **Internal Slicer Data**
3. **MFP Files**
4. **Generic Application Data**

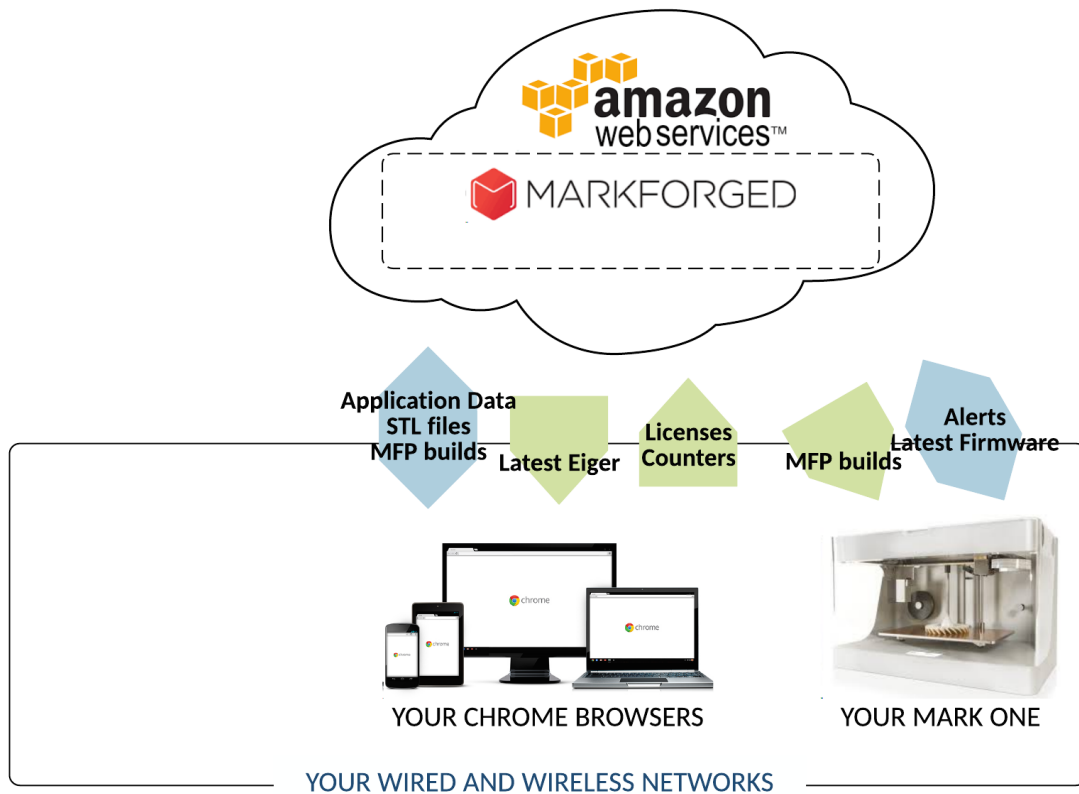
STL files are the standard file type used by all additive manufacturing systems. STL files are exported by CAD and 3D modeling programs as a simplified mesh of only surface geometry. STL files lack metadata relating to CAD or the originating program (see, e.g., [this STL format description](#)).

Internal Slicer Data is the intermediary representation of the sliced **STL** that we use on the Internal View.

MFP Files (**M**ark**F**orged **P**rint) is the raw output of Eiger that the Mark One uses to print your part.

Generic Application Data refers to both the application code served from the server to the user to run the application and schema data sent from the user to the server that is used to make sure user data is not corrupted between updates. This includes information that associates part builds with organizations and users, versioning information, etc. Application Data sent from the user to the server does not include any CAD data.

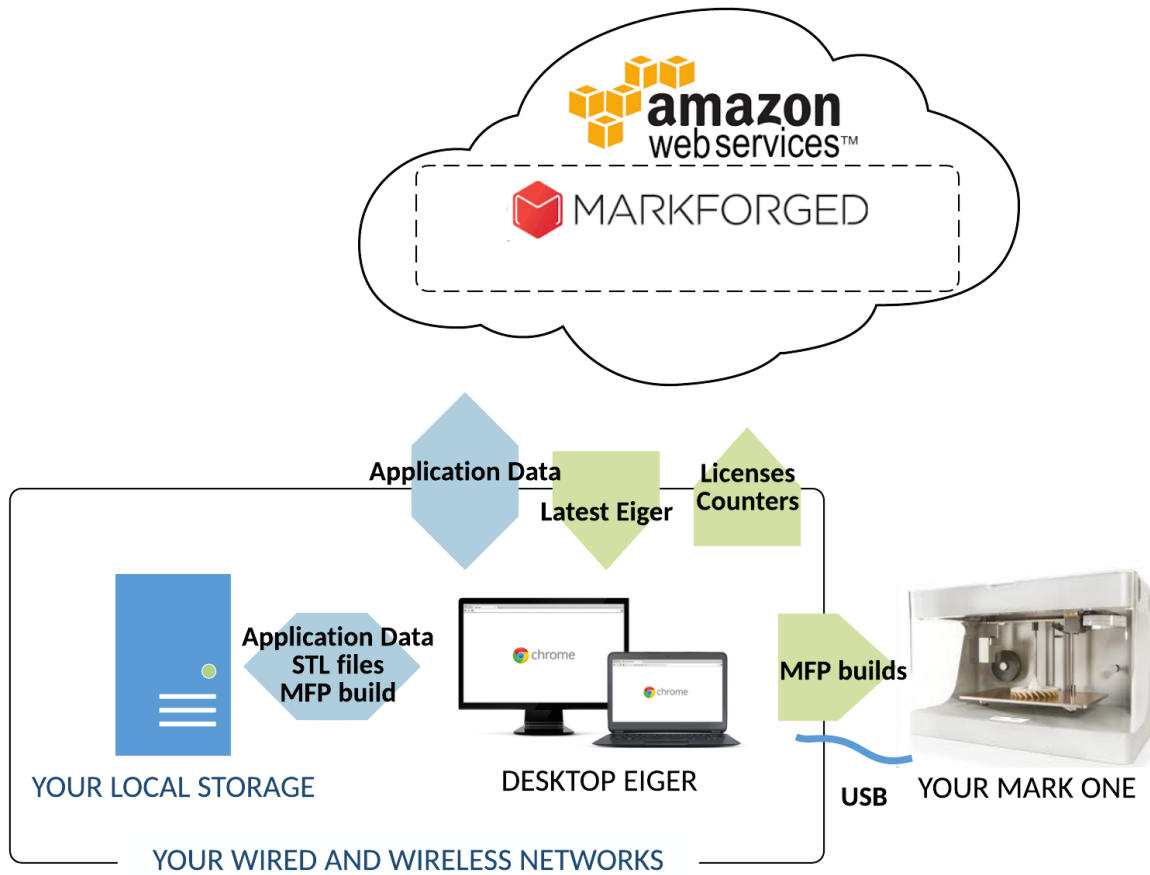
Eiger Cloud



Eiger backs up your data in our secure cloud storage system. Only members of your Organization on Eiger have access to your data. MarkForged employees cannot access any of your data without explicit permission from you.

All communication with MarkForged services is encrypted.

Eiger Desktop



The Desktop version of Eiger allows users to save their STL files, Internal Slice Data and MFP Files on their hard drive. The only information that is exchanged with the Eiger Server is Application Data.