



Stratasys GrabCAD Software Data Collection

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Stratasys Cybersecurity

Stratasys is leading the Additive Manufacturing industry in producing solutions that address today's critical and ever-changing cybersecurity threats. The Stratasys IT organization is [ISO 27001](#) certified, and we continue to invest to ensure the most secure solutions in the 3D printing market for the future.

Stratasys has implemented reasonable administrative, technical, and physical safeguards to help protect against security incidents and privacy breaches involving a Stratasys product, provided those products are used in accordance with Stratasys instructions for use. However, as systems and threats evolve, no system can be protected against all vulnerabilities, and we consider our customers the most important partner in maintaining security and privacy safeguards. If you have any concerns, we ask that you bring them to our attention, and we will investigate. Where appropriate and feasible Stratasys will address these concerns.

Introduction

Overview

Data transparency is essential in building and maintaining trust between Stratasys and its customers. In today's digital age, where personal and sensitive information is often shared online, customers are increasingly concerned about how their data is collected, used, and protected.

By being transparent about data practices, Stratasys is demonstrating its commitment to ethical behavior, compliance with regulatory requirements, and empowering customers to make informed decisions.

Stratasys' default settings in our software are designed to ensure that only the data strictly necessary to achieve the product's objective is processed, configured, or set. This means that, by default, the Stratasys software will neither collect more data than required nor retain it for longer than necessary.

Scope

This document outlines the types of data collected from customers, detailing the nature, purpose, and handling of the information. It applies to all customers who interact with our products and services, including those who create accounts, make purchases, or engage with our website and mobile applications.

The document is applicable to customers across all regions where our company operates, with specific attention to local data protection regulations, such as GDPR in the European Union, CCPA in California, and other relevant laws in different jurisdictions.

It includes all categories of customers, including individual consumers, business clients, and any users who engage with our products or services, regardless of their method of interaction—whether online, offline, or through third-party platforms.



GrabCAD Software Products and Infrastructure Services

GrabCAD Print

Offers build preparation, scheduling, monitoring, and analytics across our various 3D printing technologies. GrabCAD Print includes features such as tray layout and optimization, job estimation, system availability, scheduling, and monitoring. GrabCAD Print runs as a cloud-connected desktop application.

GrabCAD Print Server

Extends the features of GrabCAD Print to allow printer status monitoring via a mobile app, remote monitoring and printing via the desktop application, and material usage, job history, utilization analytics via the desktop application and web reports. GrabCAD Print Server is an optional component that runs as a Windows service on a customer-controlled machine in the customer network and connects to web services running in the GrabCAD cloud.

GrabCAD IoT Platform

An optional connectivity infrastructure for Stratasys 3D printers. It enables a secure cloud-based connection for constant and near real-time communication between Stratasys printers and support systems to increase printer uptime and productivity.

Connecting the customer's 3D printer to the Stratasys cloud platform enhances the through enabling remote diagnostics, faster resolution times, and soon also proactive service.

The IoT Platform infrastructure enables key features within select products, delivering added value to our customers.

GrabCAD Streamline Pro Shop

Simplifies the 3D Printing Shop workflow by improving the way teams manage and collaborate on prototyping and manufacturing work orders. Engineers, designers, and shop operators minimize time-to-part by sharing a common workspace to simplify print work-order management, communicating requirements accurately and focusing on delivering quality prints on time. GrabCAD Shop is a web application running in the GrabCAD cloud.

GrabCAD Streamline Pro Control

The administrative portal for the GrabCAD AM Platform. It provides control over printers, gateways, users and access control through user groups, printer groups and license management. GrabCAD Streamline Pro Control is a web application running in the GrabCAD cloud.

GrabCAD Streamline Pro Analyze

Offers near real-time and historical analytics on Stratasys printer and material utilization, as well as real-time printer availability and alerts. GrabCAD Streamline Pro Analyze uses on-premises services to collect data at regular intervals from the printers and stores in a local datastore. It then correlates, augments, and consolidates them in the form of dashboards and reports for users to consume.



GrabCAD Streamline Pro Shield

An industrial grade cyber security device that protects the connected Stratasys 3D printer by isolating and defending the 3D printer from cyber security attacks, as well as defending the network from the 3D printer. GrabCAD Streamline Pro Shield is a hardware appliance equipped with an embedded application that operates within the customer's network.



Data Collection Categories

Personal Information

- Information related to identifiable individuals (e.g., employees, customers).
- Classification level: Confidential.
- Examples of Data Items: Name, Address, Phone Number.

Customer Company Details

- Information about organizations using Stratasys services or products.
- Classification level: Confidential.
- Examples of Data Items: Company Name, Industry, Contact Details.

Financial Data

- Data related to financial operations, transactions, or assets.
- Classification level: Highly Confidential.
- Examples of Data Items: Bank Account Details, Transaction Logs.

Intellectual Property

- Proprietary business or technical information.
- Classification level: Highly Confidential.
- Examples of Data Items: Patents, Manufacturing Processes, CAD Models.

Public Data

- Data that can be freely shared with the public.
- Classification level: Public.
- Examples of Data Items: Press Releases, Marketing Materials.

Operational Data

- Data related to business operations or processes.
- Classification level: Internal.
- Examples of Data Items: Inventory Records, Maintenance Logs.

Telemetry Data

- Automatically collected data on product usage, system performance, or errors.
- Classification level: Internal/Confidential.
- Examples of Data Items: Usage Metrics, Error Logs, Performance Data.



Data Usage Categories

Note: This list is not exhaustive and is intended to provide representative examples only.

Access Management

- Enabling user authentication for secure printing.
- Tracking user-specific print activities for accountability.
- Authorizing user access based on roles or permissions to ensure only approved individuals can use specific printer functions.

Performance Monitoring

- Tracking printer uptime and downtime.
- Monitoring print speed and efficiency.
- Identifying frequent error codes or issues.

Maintenance and Support

- Predictive maintenance to prevent failures.
- Scheduling routine servicing based on usage patterns.
- Diagnosing and resolving technical issues remotely.

Analytics and Reporting

- Understanding print volume trends over time.
- Analyzing materials consumption.
- Assessing the types of print jobs.
- Detecting recurring issues to address systemic problems.

Security and Compliance

- Identifying unauthorized or unusual printing activity.
- Ensuring data protection through secure print protocols.
- Meeting regulatory requirements for data handling and privacy.

Training and Education

- Offering tutorials or tips based on usage patterns.
- Providing recommendations for better efficiency or cost savings.
- Educating users about available printer features.

Environmental Impact Analysis

- Calculating energy consumption.
- Providing sustainability reports or recommendations.
- Encouraging eco-friendly practices based on usage.



Data Retention Categories

Contract Period

- Retain data for the duration of the customer account / user account lifetime.

Short-Term

- Retain data only for the duration required to complete a specific task or service.

Medium-Term

- Retain data for a defined operational period (e.g., 6 months to 2 years).

Long-Term

- Retain data indefinitely or for extended periods, subject to periodic reviews.



Mapping Collected Data

GrabCAD Print

What is collected

Data Type	Collected Information	Purpose	Retention Period
Personal Information	Username User email address	Access Management	Contract Period
Customer Company Details	Company details	Access Management	Contract Period
Operational Data	Logins (anonymized when anonymous data collection opt-in) User actions in GrabCAD Print (anonymized when anonymous data collection opt-in) Job history information: estimated and actual material used, print time	Analytics and Reporting	Long-Term
Telemetry Data	Printer serial numbers identifiable (anonymized when anonymous data collection opt-out) Printer types identifiable with no printer serial number (anonymized when anonymous data collection opt-in)	Analytics and Reporting	Long-Term

- Offline mode: signup and login are required for the initial download and updates only. No information is collected.



- Tray images may be uploaded and shared for collaboration throughout the duration of the Contract Period.

What is not collected

- Part names
- Job owners
- No CAD files are stored on the printer.
- Print files (OBJZF, CMB) may be stored on the printer's computer for reprinting purposes

While users input CAD data into GrabCAD Print to describe the shapes they want to create, that CAD data never leaves the customer's site. Instead, GrabCAD Print slices CAD data into information only printers can read, which is then sent over the Local Area Network or via Print Server to the 3D printer (and deleted after printing job is complete).

Modify data collection options

You can disable data collection in GrabCAD Print by going to File>Preferences>Privacy and disabling the data collection options in the Privacy section.

You can control:

- "Automatically send anonymous usage statistics to Stratasys" - this anonymized data includes actions in GrabCAD Print and Printer Usage Data Statistics.
- "Automatically send personal statistics to Stratasys" - this controls if the user actions and printer usage data can be identifiable, linking the information back to a user, company account, and printer serial number when applicable.
- "Automatically share tray images with your company account" this enables or disables the creation and sharing of the tray image preview visible to other users in the same company account.

If you are using the GrabCAD Print Server to connect to your printers remotely, you can opt out to data collection by disabling "Automatically send anonymous statistics." This will disable the sending of printer usage data from Print Server.

Offline mode

If you are working in an offline environment or have offline mode enabled, your GrabCAD Print usage will not be sent.

In offline mode, logs will not be automatically sent to customer support when the user submits feedback. Instead, the user must manually collect the log files and send them to customer support team via email or any other available method.



GrabCAD Print Server

What is collected

Data Type	Collected Information	Purpose	Retention Period
Personal Information	Username User email address	Access Management	Contract Period
Customer Company Details	Company details	Access Management	Contract Period
Operational Data	Logins (anonymous data collection opt-in) Job history information: estimated and actual material used, print time Job name Job owner name Job completion status Job start time Job end time Job part name	Analytics and Reporting	Long-Term
Telemetry Data	Anonymized usage statistics (anonymous data collection opt-in)	Analytics and Reporting	Long-Term
Intellectual Property	Printer alias name Printer serial number Printer vendor name Printer model number Printer name Printer gender Printer IP address	Analytics and Reporting	Long-Term



What is not collected

- Files sent to the printers are not being stored
- IP address of the computer running Print Server

GrabCAD IoT Platform

What is collected

Data Type	Collected Information	Purpose	Retention Period
Personal Information	Username User email address Phone number User role	Analytics and Reporting	Short-Term
Customer Company Details	Company name Country Region Industry vertical License information Reseller / CSE information Working hours	Analytics and Reporting	Short-Term
Telemetry Data	Errors Logs System performance metrics	Maintenance and Support	Short-Term
Intellectual Property	Printer serial number IoT gateway IP address	Analytics and Reporting	Short-Term



What is not collected

- Part names
- Job names
- 3D Printing models



GrabCAD Streamline Pro Shop

What is collected

Data Type	Collected Information	Purpose	Retention Period
Personal Information	Username User email address Phone number User role	Access Management	Contract Period
Customer Company Details	Company details License	Access Management Maintenance and Support	Contract Period
Intellectual Property	Uploaded files Comments Shop metadata Thumbnails	Analytics and Reporting	Long-Term
Operational Data	Logins User actions in GrabCAD Print Machine types connected Materials used Users invited	Analytics and Reporting	Long-Term

What is not collected

- Intentionally left blank



GrabCAD Streamline Pro Control

What is collected

Data Type	Collected Information	Purpose	Retention Period
Personal Information	Username User email address Phone number User role	Access Management	Contract Period
Customer Company Details	Company name Country Region Industry vertical License information Reseller information Working hours	Access Management Maintenance and Support	Contract Period
Operational Data	Analyze server IP address	Analytics and Reporting	Long-Term
Telemetry Data	Errors Logs System performance metrics	Maintenance and Support	Short-Term
Intellectual Property	Printer serial number	Analytics and Reporting	Long-Term

What is not collected

- 3D Printing models



GrabCAD Streamline Pro Analyze

What is collected

Data Type	Collected Information	Purpose	Retention Period
Personal Information	Username	Access Management	Contract Period
	User email address		
	User role		
Operational Data	Job name	Analytics and Reporting	Short-Term
	Printer IP address	Analytics and Reporting	Long-Term
	Printer ID		

What is not collected

- Job Name in the Analyze on-prem solution
- Printer IP Address & Printer ID in the Analyze SaaS solution
- 3D Printing models



GrabCAD Streamline Pro Shield

What is collected

Data Type	Collected Information	Purpose	Retention Period
Operational Data	Printer IP Address	Maintenance and Support	Medium-Term
Telemetry Data	Network Activity	Security and Compliance	Medium-Term

What is not collected

- Intentionally left blank



Data Usage & Sharing

Internal Use

Stratasys uses data for improving services or customer interactions.

Following the **Minimal Data Collection Principle**, we are limiting data collection to the absolute minimum to reduce privacy risks, enhance security, and align with global regulatory requirements.

Third-Party Sharing

Stratasys uses several third-party tools for business operations, operating our website, and supporting the services we provide. For more information about 3rd party data sharing, see

https://grabcad.com/privacy_policy.

Data Protection & Retention

Security Measures

Stratasys implements multi-layered security architecture and practices to protect the software against cyber threats, data breaches, and unauthorized access.

Encryption and Data Protection

Stratasys GrabCAD software employs advanced encryption algorithms, such as AES-256, to ensure data confidentiality both in transit and at rest. Secure communication protocols like TLS (Transport Layer Security) are used to prevent eavesdropping and tampering. Additionally, sensitive information such as passwords is hashed or anonymized using industry-standard algorithms, making it resistant to brute force attacks.

Authentication and Authorization

To control access, the Stratasys GrabCAD software incorporates user authentication and role-based access control (RBAC) in certain products. These measures ensure that only authorized users with appropriate permissions can access specific features or data. Using an industry grade solution enhances security and user convenience.

Retention Policy

Data is retained only for as long as it is necessary to fulfill the purpose for which it was collected.

Whether for operational, analytical, or compliance purposes, each category of data is assigned a specific retention timeframe based on its utility and legal requirements.

Also see **the Data Retention Categories** section for details.

Customer Rights

Access & Control

Customers have the right to access, modify, or delete their personal data. They can do so by:

- Logging into their account and using the Settings page to manage their data.
- Reaching out to our Support Team (refer to the Contact Information section).



Access to customer data within Stratasys follows the Need-to-Know and Least Privilege principles:

- Only employees with a legitimate business need (e.g., support, compliance) can access specific data.
- Role-based access controls (RBAC) ensure that employees only access the minimum data necessary for their function.
- Access is logged, monitored, and reviewed periodically to prevent unauthorized use.

Consent & Withdrawal

Customers can provide or withdraw consent for data collection in the following ways:

- During account creation – Customers must explicitly agree to our data policies via an opt-in mechanism.
- Privacy Settings – Customers can modify consent preferences (e.g., marketing emails, data sharing) at any time.
- Support Requests – Customers may request consent changes by reaching out to our Support Team (refer to the Contact Information section).

Personal Information

The following section describes how GrabCAD complies with the European Union’s General Data Privacy Regulation (GDPR).

Breach Notification

In the event of a data breach, Stratasys will inform affected users within 72 hours.

Right to Access, Rectification of Data and Data Portability

Your personal data can be requested by reaching out to our Support Team (refer to the Contact Information section).

GrabCAD will provide you with a CSV file that contains the personal data we have from you.

You can edit your personal information by editing your Profile Settings at https://login.grabcad.com/user_profile.

Right to be Forgotten

You can delete your account by going to [GrabCAD - Account settings](#) and clicking on “Click here to delete account.”

You can also reach out to our Support Team (refer to the Contact Information section) to delete your account. Please send an email from the email account you want deleted from GrabCAD.

Account Information

Deleting your GrabCAD Control account removes you from the GrabCAD AM Platform, including GrabCAD Shop, GrabCAD Streamline Pro and other products (except GrabCAD Community). We maintain a backup of data for up to 30 days. For any specific data removal or related questions, reach out to our Support Team (refer to the Contact Information section).



For GrabCAD Print: After deleting, GrabCAD does not maintain any personal data regarding your GrabCAD Print usage. You will no longer be able to access printers remotely through the Companies you were part of since your GrabCAD account no longer exists. If you are the last user on the company account, then that company account and its associated data is deleted as part of deleting your GrabCAD account.

For GrabCAD Shop: After deleting, the shops you interacted with will remain including any uploaded files and comments while the company is still active. You will not be able to access them anymore. The Company account should be deleted to remove all associated data, users and interactions and users will not be able to access them anymore. You can also reach out to our Support Team (refer to the Contact Information section) to permanently delete any data from the GrabCAD Shop servers.



Contact Information

For any inquiries related to Stratasys Security, please refer to the appropriate contact below:

- **Security Questionnaires and Forms:** For assistance with completing security-related questionnaires or forms, please reach out to us at customerquestionnaires@stratasys.com
- **Application and Product Security:** For questions about the security of Stratasys products, software, cloud development, or cloud production environments, contact sw-security@stratasys.com
- **Privacy:** For privacy-related questions concerning Stratasys software products, please email privacy@stratasys.com
- **GrabCAD Support:** For support issues related to GrabCAD software, contact our support team at support@grabcad.com

Legal Disclaimer

The information contained in this document is for reference purposes only. Nothing contained in this document or relayed verbally to any customer will be deemed to amend, modify, or supersede the terms and conditions of any written agreement between such customer and Stratasys, or Stratasys subsidiaries or affiliates (collectively, "Stratasys"). Stratasys does not make any promises or guarantees to customer that any of the methods or suggestions described in this document will restore customer's systems, resolve any issues related to any malicious code or achieve any other stated or intended results. Customer exclusively assumes all risk of utilizing or not utilizing any guidance described in this document.

Stratasys Headquarters

7665 Commerce Way,
Eden Prairie, MN 55344
+1 800 801 6491 (US Toll Free)
+1 952 937-3000 (Intl)
+1 952 937-0070 (Fax)

stratasys.com
ISO 9001:2015 Certified

1 Holtzman St., Science Park,
PO Box 2496
Rehovot 76124, Israel
+972 74 745 4000
+972 74 745 5000 (Fax)

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