unravel™

DATA SHEET

UNRAVEL DATA SECURITY AND TRUST

Our commitment to you

Privacy and security are top priorities for Unravel Data and our customers. At Unravel, we help organizations better understand and improve the performance, quality, and cost efficiency of their data and AI pipelines. As a data business, we appreciate the scope and implications of privacy and security threats.

Unravel Data is dedicated to making sure that both our current and future customers are aware of the privacy and security capabilities and measures built into our AI-powered data observability and FinOps platform for Databricks, Snowlake, BigQuery and other modern data stacks. We are committed to having our company's policies and procedures examined and verified by impartial third parties as part of that commitment.

Trusted by leading data-driven enterprises:

Humana

UBS

Florida Blue

NXP

citi

MAERSK

WELLS FARGO

Charter COMMUNICATIONS

intel

NOVARTIS

HSBC

7-ELEVEn

mastercard

EQUIFAX

Architecture

Unravel is designed from the ground up to be secure. The reference architecture for Unravel SaaS with Databricks is illustrated in Figure 1 below. It highlights the main components and their interactions:

1. Unravel fetches cluster, job, and other required information with the help of Databricks API.
2. Unravel Sensor is deployed on each monitored cluster to collect cluster metrics.
3. Unravel UI displays aggregated results, recommendations, insights, and more for the users.

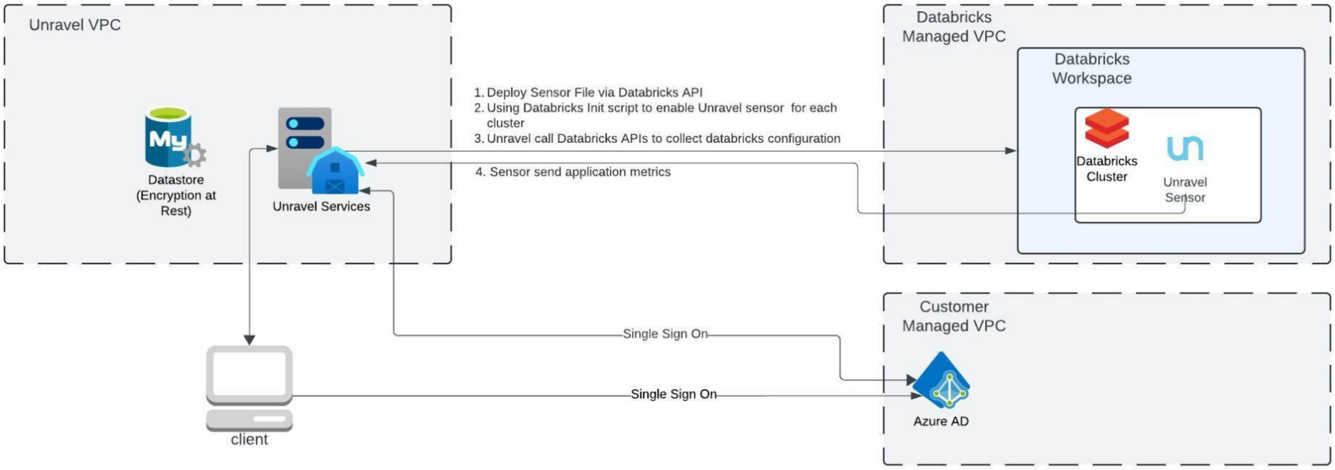
Unravel VPC
Datastore (Encryption at Rest)
Unravel Services
1. Deploy Sensor File via Databricks API
2. Using Databricks Init script to enable Unravel sensor for each cluster
3. Unravel call Databricks APIs to collect databricks configuration
4. Sensor send application metrics
Databricks Managed VPC
Databricks Workspace
Databricks Cluster
Unravel Sensor
Single Sign On
Single Sign On
client
Customer Managed VPC
Azure AD

Figure 1. **Unravel Data's SaaS architecture**

Reference connections from Figure 1	Method	Authentication	Encryption-in-Transit
1	API	Choice of either Databricks Personal Access Token or Service Principal Name	TLS over HTTPS, port 443 Unravel connects to Databricks API endpoint
2	API	Choice of Unravel basic auth or Azure Active Directory (AAD) auth (via SAML 2)	TLS over HTTPS, port 443 Databricks connects to Unravel API endpoint
3	UI	Choice of Unravel basic auth or Active Directory (via SAML 2) for access authentication. Session-based JWT during usage	HTTPS, port 443 Client connects to Unravel UI

Compliance and Certifications

Unravel adheres to industry-standard compliance requirements, ensuring that data operations meet stringent regulatory standards:

Certifications

SOC 2: Certification for secure management of customer data. Unravel is SOC 2 Type II compliant and treats all data with the highest degree of security.

GDPR Compliance

Unravel ensures GDPR compliance for EMEA customers by offering efficient handling of data subject access requests and data breach notifications. It provides tools and processes that assist customers in meeting GDPR requirements, thereby safeguarding the protection and privacy of personal data.

Privacy Common Questions

What data does Unravel collect?

Unravel only collects telemetry and performance metadata from the data application jobs themselves.

Will you have access to my data?

Unravel does not have access to the data stored in your data lake or other databases, and that data is not and cannot be shared with Unravel.

How much egress is estimated?

This varies by workload size. We take measures to ensure that overhead is low and is usually under 1%.

Where is the account hosted?

Unravel is hosted on AWS.

Security Common Questions

Does Unravel secure data in transit?

Unravel uses TLS encryption – the same standard used by secure websites – to secure data in transit and at rest.

How do you handle security?

Unravel is SOC 2 Type II compliant and treats all data with the highest degree of security.

How does Unravel help with my organization's infosec process?

We help users navigate through infosec processes every day. Every organization has its own guidelines and guardrails for SaaS. A quick chat with us helps us understand better how to get Unravel Standard up and running as fast as possible under your particular circumstances.

Do I need admin-level access and permissions to connect my workspace?

Probably. You need a Databricks personal access token, which usually requires admin-level authority to generate.