

Annex A
(normative)

Cloud service provider disclosure

The form is to be completed for each cloud service provided. For questions not applicable or not disclosed, indicate accordingly in the remarks.

Cloud Service Provider Contact Information	
Company name: Alibaba Cloud (Singapore) Private Limited Primary address: 8 Shenton Way #45-01 AXA Tower Singapore, 068811 Web address: https://www.alibabacloud.com Contact name: Irene Wang Contact number: 87678528 MTCS Certificate Number: 1656215	
Company Chop 	Company Representative Signature: 
Certification Body Contact Information	
Company name: Socotec Certification Singapore Pte Ltd Web address: www.socotec-certification-international.sg Contact name: <u>ms. Chris Lim</u> Contact email: <u>chris@socotec.com</u>	
Company Chop: 	Lead Auditor Signature: <u>John Cheong</u> / 
Cloud Service Provider Background	
Overview of service offering: Established in September 2009, Alibaba Cloud (www.alibabacloud.com), Alibaba Group's cloud computing arm, develops highly scalable platforms for cloud computing and data management. It provides a comprehensive suite of cloud computing services to support customers globally.	
Service model: <input checked="" type="checkbox"/> Virtual machine instances owned by the user <input checked="" type="checkbox"/> Network facilities	

Compliance with applicable standards

Deployment model:

Private cloud

Community cloud

Hybrid cloud

Public cloud

Tier:

Level 1

Level 2

Level 3

No.	Criteria	Description	Remarks
Legal and Compliance			
1.	Right to audit	<p>The user has the right to audit:</p> <p><input checked="" type="checkbox"/> Virtual machine instances owned by the user</p> <p><input type="checkbox"/> Network facilities</p> <p><input checked="" type="checkbox"/> Compliance with applicable standards</p> <p><input type="checkbox"/> Technical controls</p> <p><input type="checkbox"/> Policies and governance</p> <p><input type="checkbox"/> Data centre facilities</p> <p><input type="checkbox"/> Others _____</p> <p><input type="checkbox"/> None</p> <p>Regulators recognised by Singapore law have the right to audit:</p> <p><input checked="" type="checkbox"/> Virtual machine instances owned by the user</p> <p><input checked="" type="checkbox"/> Network facilities</p> <p><input checked="" type="checkbox"/> Compliance with applicable standards</p> <p><input checked="" type="checkbox"/> Technical controls</p> <p><input checked="" type="checkbox"/> Policies and governance</p> <p><input checked="" type="checkbox"/> Data centre facilities</p> <p><input type="checkbox"/> Others _____</p>	<p>Alibaba Cloud is responsible for the security of the underlying cloud service platform and infrastructure, and customers are responsible for the security of applications built on top of or connected to the cloud.</p> <p>Customers are able to leverage the underlying security assurance and capabilities that Alibaba Cloud provides, thus getting an overall better security return by using Alibaba Cloud.</p> <p>Alibaba Cloud adheres to domestic and international information security standards, as well as industry requirements. We engage with independent third parties to verify the compliance of Alibaba Cloud. The attestation report, such as SOC2 Type II report, is available upon the customers' request.</p>

		<input type="checkbox"/> None Audit / assessment reports that can be made available on request: <input type="checkbox"/> Penetration test <input type="checkbox"/> Threat and vulnerability risk assessment <input type="checkbox"/> Vulnerability scan <input checked="" type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)	Alibaba Cloud performs the internal and external penetration test and vulnerability scanning on a regular basis. The SOC2 Type II report provides more information for the customers' reference.
2.	Compliance	The following guidelines / standards / regulations are adhered to: <input checked="" type="checkbox"/> Singapore Personal Data Protection Act <input checked="" type="checkbox"/> ISO / IEC 27001 <input checked="" type="checkbox"/> ISO 9000 <input checked="" type="checkbox"/> ISO / IEC 20000 <input checked="" type="checkbox"/> CSA Open Certification Framework <input checked="" type="checkbox"/> PCI-DSS <input checked="" type="checkbox"/> Others <u>See Remarks</u>	In addition, Alibaba Cloud is compliant with - ISO 22301 - ISO 27107 - ISO 27018 - C5 - SOC 1, 2, 3
Data Control			
3.	Data ownership	All data on the cloud service is owned by the cloud user except for: <u>None</u> The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following: <input type="checkbox"/> Advertising or marketing <input type="checkbox"/> Statistics analysis on usage <input type="checkbox"/> Others _____	The customer retains any rights they may have in any Member Content data in Alibaba Cloud. Member Content refers to content that the customer runs on the Alibaba Cloud Services, causes to interface with the Alibaba Cloud Services, submits to or uploads into the Alibaba Cloud Services under their account.
4.	Data retention	Data deleted by the user is retained as follows: <input type="checkbox"/> Minimum data retention period is: _____ <input type="checkbox"/> Maximum data retention period is: _____ <input checked="" type="checkbox"/> Deleted immediately Log data is retained for a period of: <input type="checkbox"/> Minimum data retention period as follows: _____ <input type="checkbox"/> Maximum data retention period is: _____	The customer has the full control and ownership over their data. As such, it is customer's responsibility to define the retention period of the user data. Alibaba Cloud provides capabilities for the customer to retain their data in accordance with their own data retention policy.

		<input type="checkbox"/> Not retained User data is retained for a period of: <input type="checkbox"/> Minimum data retention period is: _____ <input type="checkbox"/> Maximum data retention period is: _____ <input type="checkbox"/> Not retained The following types of data are available for download by the cloud user: <input checked="" type="checkbox"/> Log data <input checked="" type="checkbox"/> Other <u>Member Content</u>	Alibaba Cloud ActionTrail collects API calling records of cloud services (including API call records triggered in the console). The customer can create a trail to store the log to specified Log Service Logstore or OSS bucket as per their defined retention policy. https://www.alibabacloud.com/product/actiontrail
5.	Data sovereignty	The primary data locations are: <input type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific _____ <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Other _____ The backup data locations are: <input type="checkbox"/> Singapore <input type="checkbox"/> Asia Pacific _____ <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Other _____ No. of countries in which data centres are operated: <u>12</u> The user's data stored in the cloud environment will never leave the locations specified in item 5: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No	Alibaba Cloud's infrastructure is built around regions and zones (availability zones). Region refers to a physical node on a global scale. Each region is composed of multiple zones. A zone is composed of one or multiple scattered data centers, each of which has independent supporting facilities including redundant power supplies, networks, and connections. Alibaba Cloud offers multiple zones per each region serving the functions of primary data center and back-up data center for the customers. Alibaba Cloud will not access or use the customer's data except as necessary to comply with applicable laws or regulations. For more information, please visit https://www.alibabacloud.com/global-locations

		<p>User's consent is required prior to transferring data to a location not specified in item 5 or a third party:</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> Yes, except as required by law</p> <p><input type="checkbox"/> Yes, except as noted: _____</p> <p><input type="checkbox"/> No</p> <p><i>Note: Cloud users are responsible for determining the impact of data protection and data sovereignty laws on the locations where data is stored. In addition, users should understand the risks associated with relevant laws that may allow for law enforcement or other government access to data in-transit or storage with Cloud Service Providers.</i></p>	
6.	Non-disclosure	<p><input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider</p> <p><input checked="" type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review)</p>	
Provider Performance			
7.	Availability	<p>The committed network uptime is:</p> <p><input type="checkbox"/> _____%</p> <p><input checked="" type="checkbox"/> Varies according to price plan</p> <p>The committed system uptime is:</p> <p><input type="checkbox"/> _____%</p> <p><input checked="" type="checkbox"/> Varies according to price plan</p> <p>The cloud environment has the following single points of failure:</p> <p><input type="checkbox"/> _____</p> <p><input checked="" type="checkbox"/> none</p>	<p>The committed performance varies according to each individual cloud product's service level agreement (SLA), subjected to exclusions specified in the relevant SLA.</p> <p>https://www.alibabacloud.com/help/product/42384.htm</p>
8.	BCP / DR	<p><input checked="" type="checkbox"/> Disaster recovery protection</p> <p><input checked="" type="checkbox"/> Backup and restore service</p> <p><input checked="" type="checkbox"/> User selectable backup plans</p> <p><input checked="" type="checkbox"/> Escrow arrangements</p> <p><input type="checkbox"/> No BCP / DR is available</p> <p><input type="checkbox"/> RPO _____</p> <p><input type="checkbox"/> RTO _____</p>	<p>Alibaba Cloud has established BCP and the plan is reviewed on an annual basis. Business continuity management team performs business impact analysis and risk assessment every year, including identification of critical business processes, maximum tolerable downtime, RTO, RPO and etc. The customer is responsible for architecting the DR plans. Alibaba Cloud's distributed storage</p>

		<input type="checkbox"/> Others, please specify: _____ _____	system and multiple AZs help the customer to achieve their DR objectives by deploying a resilient IT architecture.
9.	Liability	<p>The following terms are available for the users on failure of the provider to meet the service commitment:</p> <p><input checked="" type="checkbox"/> Network failure Liability: _____</p> <p><input checked="" type="checkbox"/> Infrastructure failure Liability: _____</p> <p><input checked="" type="checkbox"/> Virtual machine instance failure Liability: _____</p> <p><input checked="" type="checkbox"/> Migrations Liability: _____</p> <p><input checked="" type="checkbox"/> Unscheduled downtime Liability: _____</p> <p><input checked="" type="checkbox"/> Database failure Liability: _____</p> <p><input checked="" type="checkbox"/> Monitoring failure Liability: _____</p>	Please refer to the "Claims and Payment Processes" in each of the product SLA. https://www.alibabacloud.com/help/product/42384.htm
Service Support			
10.	Change management	<p>The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:</p> <p><input checked="" type="checkbox"/> Communication plan and procedures for proactive notification</p> <p><input checked="" type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued</p> <p><input checked="" type="checkbox"/> Ability to remain on old versions for a defined time period</p> <p><input checked="" type="checkbox"/> Ability to choose timing of impact</p>	
11.	Self-service provisioning and management portal	<p>Provide self-service provisioning and management portal for users to manage cloud services:</p> <p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>If yes, describe the functions of the self-service provisioning and</p>	

		<p>management portal provided:</p> <p><input checked="" type="checkbox"/> Allow role-based access control (RBAC)</p> <p><input checked="" type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates</p> <p><input checked="" type="checkbox"/> Track and manage the lifecycle of each service</p> <p><input checked="" type="checkbox"/> Track consumption of services</p> <p><input type="checkbox"/> Others: _____</p>	
12.	Incident and problem management	<p>Delivery mode of support:</p> <p><input checked="" type="checkbox"/> Access via email</p> <p><input checked="" type="checkbox"/> Access via portal</p> <p><input checked="" type="checkbox"/> Access via phone support</p> <p><input checked="" type="checkbox"/> Direct access to support engineers</p> <p>Availability of support:</p> <p><input checked="" type="checkbox"/> 24 x 7</p> <p><input type="checkbox"/> During office hours support, please specify the hours of operations: _____</p> <p><input type="checkbox"/> After office hours support, please specify the hours of operations: _____</p> <p>Service response time: _____</p> <p>The following are available to users upon request:</p> <p><input type="checkbox"/> Permanent access to audit records of customer instances</p> <p><input checked="" type="checkbox"/> Incident management assistance</p> <p>Incident response time: _____</p> <p>Mean time to repair on detection of faults: _____</p>	<p>Alibaba Cloud offers highly flexible support services tailored to customers' different needs. For customers subscribe the business or enterprise support plan, the service response time will be within 15 mins. Please refer to the link for more details. https://www.alibabacloud.com/support/after-sales</p>
13.	Billing	<p>The following billing modes are available (please elaborate granularity of charges and measurement):</p> <p><input checked="" type="checkbox"/> Pay per usage _____ (up to per min/hour/day/month for compute/storage for IaaS/PaaS, and per user per hour/day/month/year for SaaS)</p> <p><input checked="" type="checkbox"/> Fixed pricing _____ (up to yearly/monthly/daily)</p> <p><input type="checkbox"/> Other pricing model _____</p>	

		<input type="checkbox"/> Not disclosed <input checked="" type="checkbox"/> Available billing history: <u>12</u> Months	
14.	Data portability	Importable VM formats: <u>RAW + VHD</u> Downloadable formats: <u>See remarks</u> Supported operating systems: <u>See remarks</u> Language versions of supported operating systems: <u>English/Chinese</u> Supported database formats: <u>See remarks</u> API: <input checked="" type="checkbox"/> Common <u>OpenAPI</u> <input type="checkbox"/> Customised _____ Upon service termination, data is available through: <input type="checkbox"/> Physical media <input checked="" type="checkbox"/> Standard methods as described above <input type="checkbox"/> Other methods _____ _____	The customer can export Alibaba Cloud custom images to Object Storage Service and download the images to local storage device. Supported operating systems include Windows Server, Ubuntu, SUSE Linux, OpenSUSE, Debian, CentOS, Aliyun Linux, CoreOS, FreeBSD. Supported database formats include MySQL, Microsoft SQL Server, PostgreSQL, PPAS, MariaDB TX, Redis, MongoDB, Memcache, POLADB.
15.	Access	Type of access to the service is through: <input checked="" type="checkbox"/> Public access <input checked="" type="checkbox"/> Private access (e.g. VPN, dedicated link) <input checked="" type="checkbox"/> IPv6 access is supported <input type="checkbox"/> Other access methods _____ _____ _____ Public access speed (shared bandwidth) in Mbps: _____	IPv6 is supported at SLB layer.
16.	User management	<input checked="" type="checkbox"/> Identity management <input checked="" type="checkbox"/> Role based access control <input type="checkbox"/> Federated access model <input type="checkbox"/> Integration with Identity management solutions <input type="checkbox"/> Others _____	

17.	Lifecycle	<p>The cloud user may select the following for service upgrades and changes:</p> <p><input checked="" type="checkbox"/> Automatic provisioning</p> <p><input checked="" type="checkbox"/> User customisable provisioning</p>	
Security Configurations			
18.	Security configuration enforcement checks	<p>Security configuration enforcement checks are performed:</p> <p><input type="checkbox"/> Manually</p> <p><input checked="" type="checkbox"/> Using automated tools</p> <p>How often are enforcement checks being performed to ensure all security configurations are applied?</p> <p>_____</p>	<p>Alibaba Cloud Security Center product offers server baseline check features to the customers.</p>
19.	Multi-tenancy	<p><input checked="" type="checkbox"/> Distinct physical hosts</p> <p><input type="checkbox"/> Distinct physical network infrastructure</p> <p><input checked="" type="checkbox"/> Virtual instance grouping</p> <p><input checked="" type="checkbox"/> User definable security domains</p> <p><input checked="" type="checkbox"/> User customisable firewall</p> <p><input checked="" type="checkbox"/> User definable access policies</p>	<p>Alibaba Cloud supports the customer with dedicated host services, which allows a tenant to use dedicated hardware resources based on Alibaba Cloud virtual hosting services.</p> <p>https://www.alibabacloud.com/products/ddh</p>
Service Elasticity			
20.	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <p><input checked="" type="checkbox"/> Programmatic interface to scale up or down</p> <p><input type="checkbox"/> Mean time to start and end new virtual instances _____</p> <p><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</p> <p><input type="checkbox"/> Minimum performance during peak periods _____</p> <p><input type="checkbox"/> Minimum duration to scale up computing resources _____</p> <p><input type="checkbox"/> Minimum additional capacity guaranteed per account _____ (number of cores and GB memory)</p>	<p>Auto Scaling automatically adjusts computing resources based on the volume of user requests. When the demand for computing resources increase, Auto Scaling automatically adds ECS instances to serve additional user requests, or alternatively removes instances in the case of decreased user requests.</p> <p>https://www.alibabacloud.com/product/auto-scaling</p>
21.	Network resiliency and elasticity	<p>The following network resiliency and elasticity options are available:</p> <p><input checked="" type="checkbox"/> Redundant Internet connectivity links</p> <p><input checked="" type="checkbox"/> Redundant Internal connectivity</p> <p><input checked="" type="checkbox"/> Selectable bandwidth up to _____ 5 Gbps _____</p> <p><input checked="" type="checkbox"/> Maximum usable IPs _____ 160 _____</p>	

		<input checked="" type="checkbox"/> Load balancing ports <u>50</u> <input checked="" type="checkbox"/> Load balancing protocols <u>HTTP, HTTPS, TCP, UDP</u> <input checked="" type="checkbox"/> Anti-DDOS protection systems or services <input checked="" type="checkbox"/> Defence-in-depth mechanisms, please specify: <u>Alibaba Cloud Security Services, including Anti-DDoS, WAF Security Cetner, and etc.</u> <input checked="" type="checkbox"/> Network traffic isolation, please specify: <u>VPC and Cloud Firewall</u> <input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: <u>shared</u> <input checked="" type="checkbox"/> QoS traffic control services <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input checked="" type="checkbox"/> Minimum performance during peak periods <u>25G per ECS</u> <input checked="" type="checkbox"/> Minimum period to scale up network throughput <u>0</u>	
22.	Storage redundancy and elasticity	<p>The following storage redundancy and elasticity options are available:</p> <input checked="" type="checkbox"/> Redundant storage connectivity links within each data centre <input type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud <input checked="" type="checkbox"/> Storage traffic isolation, please specify: <u>Cloud Disk</u> <input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: <u>shared</u> <input checked="" type="checkbox"/> Quality of service storage traffic control services <input type="checkbox"/> Maximum storage capacity for entire cloud, please specify: _____ <input type="checkbox"/> Maximum storage capacity for single user, please specify: _____ <input type="checkbox"/> Maximum expandable storage, please specify: _____ <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage	

		<input checked="" type="checkbox"/> Minimum storage I / O performance during peak periods 1800 IOPS for Efficient Cloud Disk	
		<input type="checkbox"/> Minimum period to scale up storage I / O throughput	