

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, the public Cloud service Provider shall indicate accordingly with remarks.

Cloud Service Provider Contact Information

Company name : Aceville Pte. Ltd.

Primary address : 1 Fullerton Road, level 02-095, One Fullerton, Singapore 049213

Web address : https://intl.cloud.tencent.com/

Contact name : Ilse Zhang

Contact number : +86 755-86013388-826967

MTCS certificate number : _____

For and on behalf of
ACEVILLE PTE. LTD

.....
Authorised Signature(s)

Company stamp : _____ Signature of company representative : Ilse

Certification Body Contact Information

Company name : DNV GL Business Assurance Singapore Pte. Ltd.

Web address : www.dnvba.com.sg

Contact name : Gopal Saravanan

Contact email : Saravanan.Gopal@dnvgl.com



Company stamp : _____ Signature of company representative : Mak-Heng-Chuan

Cloud Service Provider Background
<p>Overview of service offering :</p> <p>Tencent Cloud is a secure, reliable and high-performance public cloud service provider that integrates Tencent's infrastructure building capabilities with the advantages of its massive-user platform and ecosystem. We provide a considerable number of cloud services, such as cloud computing, data processing and cloud operation services to empower customer's business.</p>
<p>Service model :</p> <p><input checked="" type="checkbox"/>Virtual machine instances owned by the user <input checked="" type="checkbox"/>Network facilities <input checked="" type="checkbox"/>Compliance with applicable standards</p> <p>Deployment model :</p> <p><input type="checkbox"/>Private cloud <input type="checkbox"/>Community cloud <input type="checkbox"/>Hybrid cloud <input checked="" type="checkbox"/>Public cloud</p> <p>Tier :</p> <p><input type="checkbox"/>Level 1 <input type="checkbox"/>Level 2 <input checked="" type="checkbox"/>Level 3</p>

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 <input type="checkbox"/>Network facilities <input checked="" type="checkbox"/>Compliance with applicable standards <input type="checkbox"/>Technical controls <input type="checkbox"/>Policies and governance <input type="checkbox"/>Data center facilities <input type="checkbox"/>Others : _____ <input type="checkbox"/>None</p> <p>Regulators recognised by Singapore law have the right to audit :</p> <p><input type="checkbox"/>Virtual machine instance owned by the user <input type="checkbox"/>Network facilities <input type="checkbox"/>Compliance with applicable standards <input type="checkbox"/>Technical controls <input type="checkbox"/>Policies and governance <input type="checkbox"/>Data center facilities <input type="checkbox"/>Others : _____ <input checked="" type="checkbox"/>None</p> <p>Audit/Assessment reports that can be made available on request :</p> <p><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</p>	<p>Tencent 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 the cloud.</p> <p>Tencent Cloud has passed a series of compliance certifications, such as ISO 27001, ISO 20000, ISO 22301, PCI DSS, ISO 27018, CSA STAR, etc., each year by a different third party to conduct a third-party audit of the service.</p> <p>Tencent Cloud performs the penetration test and vulnerability scanning , The SOC report provides more information for the customer's reference. Tencent Cloud customers that have signed a non-disclosure agreement with us may request a copy of the SOC report.</p>
2	Compliance	<p>The following guidelines/standards/regulations are adhered to :</p> <p><input 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 type="checkbox"/>其他 Others : <u>See Remarks</u></p>	<p>For more information about Tencent Cloud' s compliance, please refer to https://intl.cloud.tencent.com/services/compliance</p>
Data Control			
3	Data ownership	<p>All data on the cloud service is owned by the cloud user except for:</p>	<p>Data on the cloud service is owned by the cloud</p>

No.	Criteria	Description	Remarks
		<p style="text-align: center;">None</p> <p>The cloud user retains the ownership on the derived data or attributes of cloud usage except for the following:</p> <p><input checked="" type="checkbox"/> Advertising or marketing</p> <p><input checked="" type="checkbox"/> Statistics analysis on usage</p> <p><input type="checkbox"/> Others : _____</p>	<p>user.Data processing shall be customer's consent.</p> <p>For more information about data ownership, please refer to our Privacy Policy : https://intl.cloud.tencent.com/document/product/301/17345</p>
4	Data retention	<p>Data deleted by the user is retained as follows :</p> <p><input type="checkbox"/> Minimum data retention period is : _____</p> <p><input type="checkbox"/> Maximum data retention period is : _____</p> <p><input checked="" type="checkbox"/> Deleted immediately</p> <p>Log data is retained for a period of :</p> <p><input type="checkbox"/> Minimum data retention period as follows : _____</p> <p><input type="checkbox"/> Maximum data retention period is : _____</p> <p><input type="checkbox"/> Not retained</p> <p>User data is retained for a period of :</p> <p><input type="checkbox"/> Minimum data retention period is : _____</p> <p><input type="checkbox"/> Maximum data retention period is : _____</p> <p><input type="checkbox"/> Not retained</p> <p>The following types of data available for download by the cloud user :</p> <p><input checked="" type="checkbox"/> Log data</p> <p><input checked="" type="checkbox"/> Other : _____</p>	<p>The customer has the full control and ownership over their data.It is customer's responsibility to define the retention period of the user data.</p> <p>Tencent Cloud provides capabilities for the customer to retain their data in accordance with their own data retention policy.</p> <p>Log data related to cloud services could be stored and reviewed by using Cloud Audit(CA),For more information about CA,please refer to: https://intl.cloud.tencent.com/product/cloudaudit</p>
5	Data sovereignty	<p>The primary data location are :</p> <p><input type="checkbox"/> Singapore</p> <p><input type="checkbox"/> Asia Pacific : _____</p> <p><input type="checkbox"/> Europe : _____</p> <p><input type="checkbox"/> United States</p> <p><input type="checkbox"/> Other : _____</p> <p>The backup data locations are :</p> <p><input type="checkbox"/> Singapore</p> <p><input type="checkbox"/> Asia Pacific : _____</p> <p><input type="checkbox"/> Europe : _____</p> <p><input type="checkbox"/> United States</p> <p><input type="checkbox"/> Other : _____</p> <p>No. of countries in which data centers are operated :</p> <p>The user's data stored in the cloud environment will never leave the locations specified in the item 5 :</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>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>	<p>Tencent Cloud's infrastructure is built around regions and zones(availability zone).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.</p> <p>Tencent cloud offers multiple zones per each region serving the functions of primary data center and back-up data center for the customers.</p> <p>For more information,please visit: https://intl.cloud.tencent.com/global-infrastructure</p>

No.	Criteria	Description	Remarks
6	Non-disclosure	<input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider <input checked="" type="checkbox"/> NDA Cloud Service Provider may use customer/s NDA(pending legal review)	
Provider Performance			
7	Availability	The committed network uptime is : <input type="checkbox"/> _____ % <input type="checkbox"/> Varies according to price plan The committed system uptime is : <input type="checkbox"/> _____ % <input type="checkbox"/> Varies according to price plan The cloud environment has the following single points of failure : <input type="checkbox"/> _____ <input checked="" type="checkbox"/> None	For more information about details of SLAs for different Tencent cloud services and conditions, please refer to: https://intl.cloud.tencent.com/document/product/301/12905
8	BCP/DR	<input checked="" type="checkbox"/> Disaster recovery protection <input checked="" type="checkbox"/> Backup and restore service <input checked="" type="checkbox"/> User selectable backup plans <input type="checkbox"/> Escrow arrangements <input type="checkbox"/> No BCP/DR is available <input type="checkbox"/> RTO : _____ <input type="checkbox"/> RPO : _____ <input type="checkbox"/> Others, please specify : _____	The customer retains control of data and applications and they are responsible for architecting the DR plans. Tencent Cloud 's distributed storage system and multiple AZs help the customer to achieve their DR objectives by deploying a resilient IT architecture. Customers may schedule their own backups using provided services, such as cloud archival or cold storage.
9	Liability	The following terms are available for the users on failure of the provider to meet the service commitment : <input checked="" type="checkbox"/> Network failure Liability : _____ <input checked="" type="checkbox"/> Infrastructure failure Liability : _____ <input checked="" type="checkbox"/> Virtual machine instance failure Liability : _____ <input type="checkbox"/> Migrations Liability : _____ <input type="checkbox"/> Unscheduled downtime Liability : _____ <input checked="" type="checkbox"/> Database failure Liability : _____ <input type="checkbox"/> Monitoring failure Liability : _____	Please refer to the "Service Compensation" in each of the product SLA: https://intl.cloud.tencent.com/document/product/301/12905
Service Support			
10	Change management	The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services : <input checked="" type="checkbox"/> Communication plan and procedures for proactive notification <input type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued <input type="checkbox"/> Ability to remain on old versions for a defined time period <input type="checkbox"/> Ability to choose timing of impact	For more information, please refer to Tencent Cloud Customer Agreement: https://intl.cloud.tencent.com/document/product/301/9248
11	Self-service provisioning and management	Provide self-service provisioning and management portal for users to manage cloud services : <input checked="" type="checkbox"/> Yes	

No.	Criteria	Description	Remarks
	Self-service portal	<input type="checkbox"/> No If yes, describe the functions of the self-service provisioning and management portal provided : <input checked="" type="checkbox"/> Allow role-based access control(RBAC) <input checked="" type="checkbox"/> Manage resource pools(e.g. VMs, storage, and network) and service templates <input checked="" type="checkbox"/> Track and manage the lifecycle of each service <input checked="" type="checkbox"/> Track consumption of service <input type="checkbox"/> 其他 Others : _____	
12	Incident and problem management	Delivery mode of support : <input checked="" type="checkbox"/> Access via email <input checked="" type="checkbox"/> Access via portal <input checked="" type="checkbox"/> Access via phone support <input checked="" type="checkbox"/> Direct access to support engineers Availability of support : <input checked="" type="checkbox"/> 24 x 7 <input type="checkbox"/> During office hours support, please specify the hours of operations : _____ <input type="checkbox"/> After office hours support, please specify the hours of operations : _____ Service response time : _____ The following are available to users upon request : <input type="checkbox"/> Permanent access to audit records of customer instances <input checked="" type="checkbox"/> Incident management assistance Incident response time : _____ Mean time to repair on detection of faults : _____	Tencent Cloud offers highly flexible support services tailored to customer's different needs. The basic service response time will be within 2 hours. Please refer to the link for more details: https://intl.cloud.tencent.com/support
13	Billing	The following billing modes are available (please elaborate granularity of charges and measurement) : <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) <input checked="" type="checkbox"/> Fixed pricing : _____ (up to yearly/monthly/daily) <input type="checkbox"/> Other pricing model : _____ <input type="checkbox"/> Not disclosed <input type="checkbox"/> Available billing history : _____ Months	Please refer to the following link for pricing information: https://intl.cloud.tencent.com/pricing
14	Data portability	Importable VM formats : <u>RAW, VHD, QCOW2, VMDK Image format</u> Downloadable formats : _____ Supported operating systems : <u>CentOS, Ubuntu, Debian, CoreOS, openSUSE, SUSE, Windows Server</u> Language versions of supported operating systems : _____ <u>Chinese & English</u> Supported database formats : <u>See remarks</u> API: <input checked="" type="checkbox"/> Common <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 : _____	Tencent Cloud also supports image import feature. You can import an image file of a server system disk on the local machine or another platform into the CVM custom images. After the image is imported, you can use it to create a CVM or reinstall the system for an existing CVM. Please refer to the following link for more information: https://intl.cloud.tencent.com/document/product/213/4945 Supported database formats include MySQL, Redis
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)	IPv6 is supported at CLB layer.

No.	Criteria	Description	Remarks
		<input checked="" type="checkbox"/> IPV6 access is supported <input type="checkbox"/> Other access methods : _____ Public access speed(shared bandwidth) in Mbps : _____	
16	User management	<input checked="" type="checkbox"/> Identity management <input checked="" type="checkbox"/> Role based access control <input checked="" type="checkbox"/> Federated access model <input checked="" type="checkbox"/> Integration with Identity management solutions <input type="checkbox"/> Others : _____	For more information, please visit: https://intl.cloud.tencent.com/product/cam
17	Lifecycle	The cloud user may select the following for service upgrades and changes : <input checked="" type="checkbox"/> Automatic provisioning <input checked="" type="checkbox"/> User customisable provisioning	
Security Configurations			
18	Security configuration enforcement checks	Security configuration enforcement checks are performed : <input type="checkbox"/> Manually <input checked="" type="checkbox"/> Using automated tools <input checked="" type="checkbox"/> How often are enforcement checks being performed to ensure all security configurations are applied? _____	<p>Security configuration at the OS level and up is the responsibility of the customer.</p> <p>Tencent Cloud is responsible for patching the delivery of service to customers, such as the hypervisor and networking services.</p> <p>Customers control their own guest operating systems, software and applications and are therefore responsible for patching their own systems.</p>
19	Multi-tenancy	<input checked="" type="checkbox"/> Distinct physical hosts <input type="checkbox"/> Distinct physical network infrastructure <input checked="" type="checkbox"/> Virtual instance grouping <input checked="" type="checkbox"/> User definable security domains <input checked="" type="checkbox"/> User customisable firewall <input checked="" type="checkbox"/> User definable access policies	<p>Tencent Cloud CVM Dedicated Host (CDH) provides customers with exclusive physical server resources. For more information, please visit: https://intl.cloud.tencent.com/product/cdh</p> <p>The Virtual Private Cloud (VPC) helps customers build independent network space in Tencent Cloud and allows customers to customize network segment classification, IP addresses, and routing policies. For more information, please visit: https://intl.cloud.tencent.com/product/vpc</p>
Service Elasticity			
20	Capacity elasticity	The following capacity elasticity options are available : <input checked="" type="checkbox"/> Programmatic interface to scale up or down <input type="checkbox"/> Mean time to start and end new virtual instance : _____ <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Maximum performance during peak periods <input type="checkbox"/> Minimum duration to scale up computing resources <input type="checkbox"/> Minimum additional capacity guaranteed per account : _____ (number of cores and GB memory)	Auto Scaling (AS) provides you a highly efficient management policy for computing resources. You can set the time to execute management policy regularly or create a real-time monitoring policy to manage the number of CVM instances and deploy the environment for the instances, to ensure that your business runs

No.	Criteria	Description	Remarks
			<p>smoothly.</p> <p>For more information, please visit: https://intl.cloud.tencent.com/product/as</p>
21	Network resiliency and elasticity	<p>The following network resiliency and elasticity options are available :</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Redundant Internet connectivity links <input checked="" type="checkbox"/> Redundant Internal connectivity <input checked="" type="checkbox"/> Selectable bandwidth up to : <u>10Gbps</u> <input checked="" type="checkbox"/> Maximum usable IPs : <u>None</u> <input checked="" type="checkbox"/> Load balancing ports : <u>1-65535</u> <input checked="" type="checkbox"/> Load balancing protocols : <u>TCP/UDP/HTTP/HTTPS</u> <input checked="" type="checkbox"/> Anti-DDOS protection systems or services <input checked="" type="checkbox"/> Defence-in-depth mechanisms, please specify : <input checked="" type="checkbox"/> Network traffic isolation, please specify : <u>VPC</u> <input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify : <u>See remarks</u> <input checked="" type="checkbox"/> QoS traffic control services <u></u> <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum performance during peak periods <u></u> <input type="checkbox"/> Minimum period to scale up network throughput <u></u> 	<p>The Virtual Private Cloud (VPC) helps customers build independent network space in Tencent Cloud and allows customers to customize network segment classification, IP addresses, and routing policies. For more information, please visit: https://intl.cloud.tencent.com/product/vpc</p> <p>For more information about Load balancing, please visit: https://intl.cloud.tencent.com/product/ CLB</p> <p>For defence-in-depth mechanisms, please refer to Tencent Cloud Security White Paper: https://main.qcloudimg.com/raw/3411d1372e94b26b08e2d6f280d90ac7.pdf</p> <p>Direct Connect (DC) enables you to establish a private connection between Tencent Cloud and your premises. DC connections bypasses the public internet and offer higher reliability, faster speeds and lower latencies than typical internet connections. For more information, please visit: https://intl.cloud.tencent.com/product/dc</p>
22	Storage redundancy and elasticity	<p>The following storage redundancy and elasticity options are available :</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Redundant storage connectivity links within each data center <input checked="" type="checkbox"/> Redundant storage connectivity links between data centers belonging to the same cloud <input type="checkbox"/> Storage traffic isolation, please specify : <u></u> <input type="checkbox"/> Shared or dedicated storage network bandwidth, please specify : <input checked="" type="checkbox"/> Quality of service storage traffic control services <input checked="" type="checkbox"/> Maximum storage capacity for entire cloud, please specify : <u></u> <input type="checkbox"/> Maximum storage capacity for single user, please specify : <u></u> <input type="checkbox"/> Maximum expandable storage, please specify : <u></u> <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input checked="" type="checkbox"/> Minimum storage I/O performance during peak periods <u></u> <input checked="" type="checkbox"/> Minimum period to scale up storage I/O throughput <u></u> 	<p>Tencent Cloud offers various storage options to customers based on their needs.</p> <p>Please refer to following links for detailed introduction of various storage services. The SLA, scalability and performance depends on different plans that cloud user selects.</p> <p>https://intl.cloud.tencent.com/product/cbs</p> <p>https://intl.cloud.tencent.com/product/cos</p>