

## Cloud Service Provider Disclosure (SS 584:2020 MTCS)

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

Date of disclosure: 20/06/2025

Applicable cloud service(s): HCM, ERP, CX and SCM

### Cloud Service Provider Contact Information

Company name: Oracle

Primary address: Oracle Building 100, 100 Oracle Pkwy  
Redwood City, CA 94065, USA  
(Building 600 - Floor 1 and 4)

Web address: <https://www.oracle.com/sg/corporate/>

Contact name:

Contact number: +65 6436 1000

Contact email: salesinquiry\_sg@oracle.com

MTCS certificate number:

Company stamp: Company representative signature:

### Certification Body Contact Information

Company name: EY CertifyPoint

Web address: [www.ey.com](http://www.ey.com)

Contact name: Ishan Yadav

Contact number: +31 629083114

Contact email: ishan.yadav@nl.ey.com

Company stamp: Lead auditor signature:

### Cloud Service Provider Background

Overview of service offering:

Oracle's SaaS offerings are designed to be rapidly deployable to enable customers with shorter time to innovation; easily maintainable to reduce integration and testing work; connectable among differing deployment models to enable interchangeability and extendibility between cloud and on-premise IT environments; compatible to easily move workloads between on-premise IT environments and the Oracle Cloud; cost-effective by requiring lower upfront customer investment; and secure, standards-based and reliable.

Service model:

☐ Virtual machine instances owned by the cloud service customer

☐ 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 cloud service customer has the right to audit:</p> <p><input type="checkbox"/> Virtual machine instances owned by the cloud service customer</p> <p><input 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 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 type="checkbox"/> Virtual machine instances owned by the cloud service customer</p> <p><input 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 type="checkbox"/> Data centre facilities</p> <p><input type="checkbox"/> Others _____</p>	<p>This form is completed with the questions only related to Oracle SaaS cloud services that are in-scope.</p> <p>For the questions related to IaaS/PaaS, e.g. VMs, Network/DC facilities, please read in conjunction with the Oracle Cloud Infrastructure(OCI) disclosure form which is provided in the OCI MTCS audit.</p>

		<input type="checkbox"/> None  Audit / assessment reports that can be made available on request:  <input checked="" type="checkbox"/> Penetration test  <input checked="" type="checkbox"/> Threat and vulnerability risk assessment  <input checked="" 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)	
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 type="checkbox"/> Others <u>SOC-1, SOC-2, HIPAA</u>	
Data Control			
3.	Data ownership	All data on the cloud service is owned by the cloud service customer except for: <small>Oracle Software, other Oracle products and services, and Oracle intellectual property, and all derivative works</small> <hr/> The cloud service customer retains the ownership on the derived data or attributes of cloud usage except for the following:  <input checked="" type="checkbox"/> Advertising or marketing  <input checked="" type="checkbox"/> Statistics analysis on usage  <input checked="" type="checkbox"/> Others <small>Oracle Software, other Oracle products and services, and Oracle intellectual property, and all derivative works</small> <hr/>	
4.	Data retention	Data deleted by the cloud service customer is retained as follows:  <input checked="" type="checkbox"/> Minimum data retention period is: <u>60 days</u>  <input type="checkbox"/> Maximum data retention period is: _____  <input type="checkbox"/> Deleted immediately  Log data is retained for a period of:  <input checked="" type="checkbox"/> Minimum data retention period as follows: <u>90 days</u>	

		<input type="checkbox"/> Maximum data retention period is: _____ <input type="checkbox"/> Not retained <p>Cloud service customer data is retained for a period of:</p> <input checked="" type="checkbox"/> Minimum data retention period is: <u>60 days</u> <input type="checkbox"/> Maximum data retention period is: _____ <input type="checkbox"/> Not retained <p>The following types of data are available for download by the cloud service customer:</p> <input type="checkbox"/> Log data <input checked="" type="checkbox"/> Others <u>Customer users access logs provided in the apps</u>	
5.	Data sovereignty	<p>The primary data locations are:</p> <input type="checkbox"/> Singapore <input checked="" type="checkbox"/> Asia Pacific <u>Japan Central (Osaka)</u> <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Others _____ <p>The backup data locations are:</p> <input type="checkbox"/> Singapore <input checked="" type="checkbox"/> Asia Pacific <u>Japan East (Tokyo)</u> <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Others _____ <p>No. of countries in which data centres are operated: _____</p> <p>The cloud service customer's data stored in the cloud environment will never leave the locations specified in item 5:</p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> Yes, except as required by law <input type="checkbox"/> Yes, except as noted: _____	

		<input type="checkbox"/> No  Cloud service customer's consent is required prior to transferring data to a location not specified in item 5 or a third party:  <input checked="" type="checkbox"/> Yes  <input type="checkbox"/> Yes, except as required by law  <input type="checkbox"/> Yes, except as noted: _____  <input type="checkbox"/> No  <i>Note: Cloud service customers are responsible for determining the impact of data protection and data sovereignty laws on the locations where data is stored. In addition, cloud service customers 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>	
6.	Non-disclosure	<input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider  <input type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review)	
Provider Performance			
7.	Availability	The committed network uptime is: <input checked="" type="checkbox"/> 99.7 % <input type="checkbox"/> Varies according to price plan  The committed system uptime is: <input checked="" type="checkbox"/> 99.7 % <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	
8.	3 <sup>rd</sup> party dependency	Highlight areas of critical dependency for service delivery: _____ Co-lo DC service, ISPs _____ _____	
9.	BCP / DR	<input checked="" type="checkbox"/> Disaster recovery protection	

		<input checked="" type="checkbox"/> Backup and restore service <input type="checkbox"/> Cloud service customer selectable backup plans <input checked="" type="checkbox"/> Escrow arrangements <input type="checkbox"/> No BCP / DR is available <input checked="" type="checkbox"/> RPO <u>Generally, 1 hour, vary on services</u> <input checked="" type="checkbox"/> RTO <u>Generally, 12 hours, vary on services</u> <input type="checkbox"/> Others, please specify: _____ _____	The RPO and RTO for SaaS services are different from service to service, please refer to the SaaS Pillar document for more details.
10.	Liability	The following terms are available for the cloud service customers on failure of the provider to meet the service commitment: <input type="checkbox"/> Network failure Liability: _____ <input type="checkbox"/> Infrastructure failure Liability: _____ <input type="checkbox"/> Virtual machine instance failure Liability: _____ <input type="checkbox"/> Migrations Liability: _____ <input checked="" type="checkbox"/> Unscheduled downtime Liability: <u>Oracle</u> <input type="checkbox"/> Database failure Liability: _____ <input type="checkbox"/> Monitoring failure Liability: _____	Please refer to the Host and Delivery Policy for more details about the service commitment and the terms of unplanned downtime.
11.	Shared responsibility	<input checked="" type="checkbox"/> Communication of shared roles & responsibilities for which CSC needs to implement and manage for use of this cloud service URL (or attach file): <u>Oracle CSA: <a href="https://www.oracle.com/a/ocom/docs/corporate/cloud-csa-sg-eng-v040119.pdf">https://www.oracle.com/a/ocom/docs/corporate/cloud-csa-sg-eng-v040119.pdf</a></u>	
Service Support			
12.	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 checked="" type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued <input checked="" type="checkbox"/> Ability to remain on old versions for a defined time period <input checked="" type="checkbox"/> Ability to choose timing of impact	
13.	Self-service provisioning and management portal	<p>Provide self-service provisioning and management portal for cloud service customers to manage cloud services:</p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <p>If yes, describe the functions of the self-service provisioning and management portal provided:</p> <input checked="" type="checkbox"/> Allow role-based access control (RBAC) <input type="checkbox"/> Manage resource pools (e.g. VMs, storage, and network) and service templates <input type="checkbox"/> Track and manage the lifecycle of each service <input checked="" type="checkbox"/> Track consumption of services <input checked="" type="checkbox"/> Health monitoring <input type="checkbox"/> Others: _____ _____	
14.	Incident and problem management	<p>Delivery mode of support:</p> <input checked="" type="checkbox"/> Access via email <input checked="" type="checkbox"/> Access via portal <input checked="" type="checkbox"/> Access via phone support <input type="checkbox"/> Direct access to support engineers <p>Availability of support:</p> <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: _____ <p>Service response time: _____</p>	

		<p>Notification time of cloud service outage incident:  <u>Oracle will notify you of a confirmed Personal Information Breach without undue delay but at the latest within 24 hours</u></p> <p>Communication channel used for notification of cloud service outage incident: <u>Portal or email</u></p> <p>The following are available to cloud service customers 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: <u>within 24 hours</u></p> <p>Mean time to repair on detection of faults: _____</p>	
15.	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 cloud service customer 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> <p><input checked="" type="checkbox"/> Not disclosed</p> <p><input type="checkbox"/> Available billing history: _____ months</p>	<p>SaaS cloud services have different billing models. Please refer to the Oracle SaaS service description document for details.</p>
16.	Data portability	<p>Importable VM formats: <u>N/A</u></p> <p>Downloadable formats: JSON/XML/other open formats (to specify)  <u>JSON, XML, ZIP, TXT, CSV, XML, HTML, etc.</u></p> <p>Supported operating systems: <u>Linux</u></p> <p>Language versions of supported operating systems:  <u>English</u></p> <p>Supported database formats: <u>Oracle ExaData</u></p> <p>Policy/guide available: <u>Yes</u></p> <p>API:</p> <p><input checked="" type="checkbox"/> Common <u>REST and SOAP API</u></p> <p><input type="checkbox"/> Customised _____</p> <p>Upon service termination or prolonged outage, data is available through:</p>	



		<input type="checkbox"/> Physical media <input checked="" type="checkbox"/> Standard methods as described above <input type="checkbox"/> Other methods _____ _____	
17.	Interoperability	Use of industry standards and availability of APIs to support interoperability: <input checked="" type="checkbox"/> Transport supported (e.g. REST based HTTPS/MQTT) <u>HTTPS</u> <input checked="" type="checkbox"/> Format supported (e.g. JSON/XML) <u>JSON, XML</u> <input checked="" type="checkbox"/> APIs supported <u>REST, SOAP, ICS, FA</u> <input type="checkbox"/> Other methods _____ _____ Guide available <u><a href="https://docs.oracle.com/en/cloud/saas/financials/21c/api.html">https://docs.oracle.com/en/cloud/saas/financials/21c/api.html</a></u>	
18.	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 type="checkbox"/> IPv6 access is supported <input type="checkbox"/> Other access methods _____ _____ _____ Public access speed (shared bandwidth) in Mbps: <u>Check with Ops team</u>	
19.	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 _____	
20.	Lifecycle	The cloud service customer may select the following for service upgrades and changes: <input checked="" type="checkbox"/> Automatic provisioning <input checked="" type="checkbox"/> Cloud service customer customisable provisioning	

Security Configurations			
21.	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>Check with Ops team _____</p>	
22.	Multi-tenancy	<p><input 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"/> Cloud service customer definable security domains</p> <p><input checked="" type="checkbox"/> Cloud service customer customisable firewall</p> <p><input checked="" type="checkbox"/> Cloud service customer definable access policies</p>	
23.	Hybrid cloud provision	<p>Ability to monitor, track, apply and enforce CSC's security &amp; privacy policies on its cloud workloads:</p> <p><input checked="" type="checkbox"/> Data protection and encryption key mgmt. enforcement geolocation-based/resource pools and secure migration of cloud workloads</p> <p><input checked="" type="checkbox"/> Key mgmt. and keystore controlled by CSC</p> <p><input checked="" type="checkbox"/> Persistent data flow segmentation before and after geolocation-based/resource pools secure migration</p> <p><input checked="" type="checkbox"/> Compliance enforcement for regulated workloads between on-premises private and hybrid/public cloud</p> <p><input type="checkbox"/> Others _____</p>	
Service Elasticity			
24.	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <p><input 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 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</p>	

		_____ (number of cores and GB memory)	
25.	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 _____ Mbps</p> <p><input checked="" type="checkbox"/> Maximum usable IPs _____</p> <p><input checked="" type="checkbox"/> Load balancing ports _____ Multiple</p> <p><input checked="" type="checkbox"/> Load balancing protocols _____ HTTP/1.1</p> <p><input checked="" type="checkbox"/> Anti-DDOS protection systems or services</p> <p><input checked="" type="checkbox"/> Defence-in-depth mechanisms, please specify: _____  DNS&amp;BGP, SIEM, threat and vul mgmt, NIDS, FW, ACL, IRP, OEM  _____</p> <p><input checked="" type="checkbox"/> Network traffic isolation, please specify: _____  OCI native isolation</p> <p><input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: _____  Shared load balancer network</p> <p><input checked="" type="checkbox"/> QoS traffic control services</p> <p><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</p> <p><input checked="" type="checkbox"/> Minimum performance during peak periods _____ Check with Ops team</p> <p><input checked="" type="checkbox"/> Minimum period to scale up network throughput _____ Check with Ops team</p>	
26.	Storage redundancy and elasticity	<p>The following storage redundancy and elasticity options are available:</p> <p><input checked="" type="checkbox"/> Redundant storage connectivity links within each data centre</p> <p><input checked="" type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud</p> <p><input checked="" type="checkbox"/> Storage traffic isolation, please specify: _____  Customer tenancy in Fusion is separated by VCNs and private subnets. Others may vary from design.  Need to check with Ops team.</p> <p><input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: _____  Shared. To be confirmed with Ops team</p> <p><input type="checkbox"/> Quality of service storage traffic control services</p> <p><input checked="" type="checkbox"/> Maximum storage capacity for entire cloud, please specify: _____  Check with the Ops team</p>	

		<div><input checked="" type="checkbox"/> Maximum storage capacity for single cloud service customer, please specify: Depend on service contract and implementation</div> <div><input checked="" type="checkbox"/> Maximum expandable storage, please specify: Check with the Ops team</div> <div><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</div> <div><input checked="" type="checkbox"/> Minimum storage I / O performance during peak periods Check with the Ops team</div> <div><input checked="" type="checkbox"/> Minimum period to scale up storage I / O throughput Check with the Ops team</div>	
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