
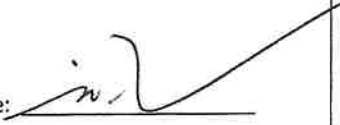



Annex A
(normative)

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	
Companyname: <u>KINGSOFT CLOUD PTE.LTD.</u>	
Primaryaddress: <u>138 Market Street #13-04, CapitaGreen, Singapore 048946</u>	
Web address: <u>https://en.ksyun.com/</u>	
Contactname: <u>Chris Liu</u>	
Contact number: <u>+65 9151 8606</u>	
MTCSCertificate Number <u>MTCS 746252</u>	
Company Chop: 	CompanyRepresentativeSignature: 
Certification Body Contact Information	
Companyname: <u>BSI Group Singapore Pte Ltd.</u>	
Web address: <u>http://www.bsigroup.com</u>	
Contactname: <u>Mary Ann de Jesus</u>	
Contactemail: <u>Maryann.Dejesus@bsigroup.com</u>	
Contact number: <u>+65 6270 0777</u>	
Company Chop: 	Lead AuditorSignature: <u>David Wu</u>
Cloud Service Provider Background	

Overview of service offering:

The provision of Kingsoft cloud Computing Services (IaaS and PaaS), including Kingsoft Cloud Elastic Compute (KEC), Kingsoft Cloud Container Engine (KCE), Elastic Physical Compute(EPC), GPU Elastic Compute(GPU), Elastic IP(EIP), Server Load Balancing(SLB), Network Address Translation(NAT), Virtual Private Cloud(VPC), Peering, VPN connections(VPN), Kingsoft Cloud Standard Storage Service(KS3), Elastic Block Storage(EBS), Content Delivery Network(CDN), Kingsoft Cloud Relational Database Service(KRDS), Kingsoft Cloud MapReduce(KMR)

Service model:

- Virtual machine instances owned by the user
- 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
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Legal and Compliance

1.	Right to audit	<p>The user has the right to audit:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Virtual machine instances 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 centre facilities <input checked="" type="checkbox"/> Others <u>Based on the terms of the contract with the user, and users</u> <p><u>can audit any cloud resource within their control</u></p> <p><input type="checkbox"/> None</p> <p>Regulators recognised by Singapore law have the right to audit:</p> <ul style="list-style-type: none"> <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 <input checked="" type="checkbox"/> Technical controls 	
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		<input checked="" type="checkbox"/> Policies and governance <input checked="" type="checkbox"/> Data centre facilities <input type="checkbox"/> Others _____ <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)	
2.	Compliance	The following guidelines / standards / regulations are adhered to: <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 checked="" type="checkbox"/> Others <u>See Remarks</u> _____	In addition, Kingsoft Cloud is compliant with -ISO/IEC 27018 -ISO/IEC 27017 -ISO 22301
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 checked="" type="checkbox"/> Others : <u>None</u> _____	

4.	Data retention	<p>Data deleted by the user is retained as follows:</p> <ul style="list-style-type: none"><input type="checkbox"/> Minimum data retention period is: _____<input type="checkbox"/> Maximum data retention period is: _____<input checked="" type="checkbox"/> Deleted immediately <p>Log data is retained for a period of:</p> <ul style="list-style-type: none"><input type="checkbox"/> Minimum data retention period as follows: _____<input type="checkbox"/> Maximum data retention period is: _____	<p>The users have absolute control over their data. In general, They can choose to delete the data at any moment, and Kingsoft Cloud will delete them immediately. So it is users' responsibility to define the retention period of user data.</p>
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		<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 are available for download by the cloud user:</p> <p><input type="checkbox"/> Log data</p> <p><input checked="" type="checkbox"/> Other : <u>user account information</u></p>	
5.	Data sovereignty	<p>The primary data locations are:</p> <p><input checked="" type="checkbox"/> Singapore</p> <p><input checked="" type="checkbox"/> Asia Pacific <u>China</u></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 centres are operated: <u>5</u></p> <p>The user's data stored in the cloud environment will never leave the locations specified in item 5:</p> <p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> Yes, except as required by law</p> <p><input checked="" type="checkbox"/> Yes, except as noted: <u>Unless users transfers the data to</u> another location</p> <p><input type="checkbox"/> No</p>	Every data center of Kingssoft Cloud is independent. Users can choose to purchase resources from multiple data centers to form a backup mechanism.

		<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 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://endocs.ksyun.com/documents/5149</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 type="checkbox"/> Escrow arrangements</p> <p><input type="checkbox"/> No BCP / DR is available</p> <p>RPO _____</p> <p>RTO _____</p>	<p>Kingsoft Cloud provides data backup service for users, and they would decide their RPO by setting data backup frequency, etc. Users' RTO depends on users' own BCP.</p> <p>More information about Kingsoft Cloud's BCM as follow.</p> <p>https://endocs.ksyun.com/documents/37238</p>

		<input type="checkbox"/> Others, please specify: _____	
9.	Liability	<p>The following terms are available for the users on failure of the provider to meet the service commitment:</p> <input checked="" type="checkbox"/> Network failure Liability: _____	<p>Each cloud service has its own compensation mechanism, as detailed in "3.Compensation Scheme" in each of the cloud service's SLA.</p> <p>https://endocs.ksyun.com/documents/5149</p>
		<input checked="" type="checkbox"/> Infrastructure failure Liability: _____	
		<input checked="" type="checkbox"/> Virtual machine instance failure Liability: _____	
		<input checked="" type="checkbox"/> Migrations Liability: _____	
		<input type="checkbox"/> Unscheduled downtime Liability: _____	
		<input checked="" type="checkbox"/> Database failure Liability: _____	
		<input checked="" type="checkbox"/> Monitoring failure Liability: _____	
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> <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 type="checkbox"/> Ability to remain on old versions for a defined time period <input type="checkbox"/> Ability to choose timing of impact	
11.	Self-service provisioning and management portal	<p>Provide self-service provisioning and management portal for users 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</p>	

		<p>management portal provided:</p> <ul style="list-style-type: none"> <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 services <p>Others: _____</p>	
12.	Incident and problem management	<p>Delivery mode of support:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Access via email <input checked="" type="checkbox"/> Access via portal <input type="checkbox"/> Access via phone support <input type="checkbox"/> Direct access to support engineers <p>Availability of support:</p> <ul style="list-style-type: none"> <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: <u>24x7</u></p> <p>The following are available to users upon request:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Permanent access to audit records of customer instances <input checked="" type="checkbox"/> Incident management assistance <p>Incident response time: <u>24 X 7</u></p> <p>Mean time to repair on detection of faults: _____</p>	<p>Kingsoft Cloud typically responds to customer incident requests and assists customers in locating and resolving issues. Kingsoft Cloud will handle problems within the scope of Kingsoft Cloud's responsibilities with 7*24 hours, but users are also aware that problems on the cloud service may also originate from their own applications, at which point Kingsoft Cloud will not be able to determine when the problem is fixed.</p>
13.	Billing	<p>The following billing modes are available (please elaborate granularity of charges and measurement):</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Pay per usage <u>up to day for compute/storage/flow</u> (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 <u>up to yearly/monthly</u> (up to yearly/monthly/daily) <input type="checkbox"/> Other pricing model _____ 	

		<input type="checkbox"/> Not disclosed <input type="checkbox"/> Available billing history: _____ Months	
14.	Data portability	Importable VM formats: <u>RAW、VHD、QCOW2、和 VMDK</u> Downloadable formats: <u>QCOW2</u> Supported operating systems: <u>windows/centos/ubuntu/fedora/debian</u> Language versions of supported operating systems: <u>English</u> Supported database formats: <u>MySQL, MongoDB, Redis</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 _____	Kingsoft Cloud has already published the detailed API information on the official website. https://en.ksyun.com/
15.	Access	Type of access to the service is through: <input checked="" type="checkbox"/> Public access <input type="checkbox"/> Private access (e.g. VPN, dedicated link) <input checked="" type="checkbox"/> IPv6 access is supported Other access methods _____ _____ _____ Public access speed (shared bandwidth) in Mbps: _____	KEC supports the IPV6.
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 Others _____	
17.	Lifecycle	The cloud user may select the following for service upgrades and changes: <input checked="" type="checkbox"/> Automatic provisioning <input type="checkbox"/> User customisable provisioning	

Security Configurations			
18.	Security configuration enforcement checks	<p>Security configuration enforcement checks are performed:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Manually <input checked="" type="checkbox"/> Using automated tools <p>How often are enforcement checks being performed to ensure all security configurations are applied?</p> <p><u>Twice per week</u></p>	
19.	Multi-tenancy	<ul style="list-style-type: none"> <input 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 	
Service Elasticity			
20.	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Programmatic interface to scale up or down <input checked="" type="checkbox"/> Mean time to start and end new virtual instances _____ <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum 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) 	
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 type="checkbox"/> Selectable bandwidth up to _____ <input type="checkbox"/> Maximum usable IPs _____ 	

		<p><input type="checkbox"/> Load balancing ports _____</p> <p><input checked="" type="checkbox"/> Load balancing protocols <u>https,http,tcp,udp</u></p> <p><input checked="" type="checkbox"/> Anti-DDOS protection systems or services</p> <p><input checked="" type="checkbox"/> Defence-in-depth mechanisms, please specify: _____</p> <p><input checked="" type="checkbox"/> Network traffic isolation, please specify: _____</p> <p><input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: _____</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 type="checkbox"/> Minimum performance during peak periods</p> <p><input type="checkbox"/> Minimum period to scale up network throughput</p>	<p>Kingsoft Cloud has adopted a series of security measures to ensure the security of cloud services, the following link shows more details: https://endocs.ksyun.com/documents/37238</p>
22.	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 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: <u>Cloud Disk</u></p> <p><input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: <u>Shared</u></p> <p><input checked="" type="checkbox"/> Quality of service storage traffic control services</p> <p><input type="checkbox"/> Maximum storage capacity for entire cloud, please specify: _____</p> <p><input type="checkbox"/> Maximum storage capacity for single user, please specify: _____</p> <p><input type="checkbox"/> Maximum expandable storage, please specify: _____</p> <p><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</p>	

		<p><input checked="" type="checkbox"/> Minimum storage I / O performance during peak periods The IOPS provided per G of memory is 1200</p> <hr/> <p><input type="checkbox"/> Minimum period to scale up storage I / O throughput</p>	
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