


**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 : <u>Beijing Baidu Netcom Science Technology Co. Ltd</u>	
Primary address : <u>Building No. 2 Baidu Technology Park</u> <u>Zhongguancun Software Garden</u> <u>Haidian District Beijing</u> <u>100193 China</u>	
Website : <u>cloud.baidu.com</u>	
Contact name : <u>haitang wang</u>	
Contact number : <u>+86 13701086337</u>	
MTCS Certificate Number : _____	
Company Chop : 	Company Representative Signature : <u>Haitang Wang</u>
Cloud Service Provider Background	
Company name: _____	
Web address: _____	
Contact name: _____	
Contact email: _____	
Andreas Gehrmann	
Company Chop: _____	Lead Auditor Signature: <u>Andreas Gehrmann</u>
Cloud Service Provider Background	
Overview of service offering: <u>Baidu Intelligent Cloud focuses on cloud computing, intelligent big data and artificial intelligence services, providing stable cloud services, cloud hosts, cloud storage, CDN, domain name registration, Internet of things and other cloud services, supporting API docking, fast filing and other professional solutions.</u>	
Service mode: <input checked="" type="checkbox"/> Virtual machine instances owned by the user <input checked="" type="checkbox"/> Network services <input checked="" type="checkbox"/> Compliance with applicable standards	
Deployment model: <input type="checkbox"/> Private cloud <input type="checkbox"/> Community cloud <input type="checkbox"/> Hybrid cloud <input checked="" type="checkbox"/> public cloud	

Layer:

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> <ul style="list-style-type: none"> <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>Regulators recognised by Singapore law have 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 center facilities <input checked="" type="checkbox"/> Others _____ <input type="checkbox"/> None <p>Audit/assessment reports that can be made available on request:</p> <ul style="list-style-type: none"> <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>Baidu cloud is responsible for the security of the underlying cloud service platform and infrastructure, and customers are responsible for the security of application built on the top the cloud.</p> <p>Baidu cloud has passed a series of compliance certification such as ISO27001, ISO20000,ISO22301, PCI-DSS, ISO27018, CSA STAR etc.. each year by a different third party to conduct a third-part audit of the service.</p> <p>Baidu cloud performs the penetration test and vulnerability scanning. The SOC report provides more information for the customer's reference. Baidu 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> <ul style="list-style-type: none"> <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 _____ see remarks 	<p>For more information about Baidu Cloud's compliance, please refer to https://cloud.baidu.com/safety/compliance.html</p>
Data control _____			

3	Data ownership	<p>All data on the cloud service is owned by the cloud user except for: <u>None</u></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>Data on the cloud service is owned by the cloud user. Data processing shall be customers consent For more information about data ownership, please refer to our Privacy Policy.</p> <p>https://cloud.baidu.com/doc/Agreements/index.html</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 are available for download by the cloud user:</p> <p><input checked="" type="checkbox"/> Log data</p> <p><input checked="" type="checkbox"/> Other <u>any data belongs to cloud user</u></p>	<p>The customer has the full control and ownership over their data. It is customers responsibility to define the retention period of the user data.</p> <p>Baidu 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 Baidu Cloud Monitor, For more information about BCM, please refer to https://cloud.baidu.com/product/bcm.html</p>
5	Data sovereignty	<p>The primary 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>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 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>Baidu 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>Baidu Cloud offers multiple zones per each</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>region serving the functions of primary data center and back-up datacenter for the customers.</p> <p>For more information, please visit https://cloud.baidu.com/doc/Whitepapers/s/Ujwvxt8ju</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>_____</p> <p><input checked="" type="checkbox"/> none</p>	<p>For more information about details of slas for different Baidu Cloud services and conditions, please refer to: https://cloud.baidu.com/doc/Agreements/s/yjwvy1x03</p>
8	Business Continuity Planning / disaster recovery	<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><input type="checkbox"/> Others, please specify: _____</p>	<p>The customer retains control of data and applications and they are responsible for architecting the DR plans. Baidu Cloud 's object storage system and multiple AZs help the customer to achieve their DR objectives by deploying a resilient IT architecture.</p> <p>Customers may schedule their own backups using</p>

			provided services, such as cloud object storage.
9	responsibility	<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>	<p>Please refer to the "Service Compensation" in each of the product SLA: https://cloud.baidu.com/search.html?q=SLA&type=all&pn=1</p>
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 type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued</p> <p><input type="checkbox"/> Ability to remain on old versions for a defined time period</p> <p><input type="checkbox"/> Ability to choose timing of impact</p>	<p>For more Information, please refer to Baidu Cloud Customer Agreement : https://cloud.baidu.com/doc/Agreements/s/Kjwvy245m</p>
11	Self service supply and management gateway	<p>Provide self-service provisioning and management portal for users to manage cloud services :</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, describe the functions of the self-service provisioning and 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>Others: _____</p>	

12	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 checked="" 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>The following are available to users upon request:</p> <input type="checkbox"/> Permanent access to audit records of customer instances <input checked="" type="checkbox"/> Incident management assistance <p>Incident response time: _____</p> <p>Mean time to repair on detection of faults: _____</p>	<p>Baidu Cloud offers highly flexible support services tailored to customers different needs. The basic service response time will be within 6 hours.</p> <p>Please refer to the link for more details https://cloud.baidu.com/support/plan.html</p>
13	Billing	<p>The following billing modes are available (please elaborate granularity of charges and measurement):</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) <input checked="" type="checkbox"/> Fixed pricing _____ (up to yearly/monthly/daily) <input type="checkbox"/> Other pricing model _____ <input type="checkbox"/> Not disclosed <input checked="" type="checkbox"/> Available billing history: _____ Months _____	<p>Please refer to the following link for pricing information : https://cloud.baidu.com/doc/Finance/s/cjwvyt346</p>
14	data Portability	<p>Importable VM formats: <u>raw, qcow2</u> Downloadable formats: <u>qcow2</u> Supported operating systems: <u>CentOS, Ubuntu, Debian, openSUSE, Window Server</u> Language versions of supported operating systems: <u>Chinese & English</u> Supported database formats: <u>MySQL, SQL Server, PostgreSQL</u> API: <input checked="" type="checkbox"/> Common _____ <input type="checkbox"/> Customised _____ <p>Upon service termination, data is available through:</p> <input type="checkbox"/> Physical media <input checked="" type="checkbox"/> Standard methods as described above <input type="checkbox"/> Other methods _____</p>	<p>Baidu Cloud also supports image import feature. You can import and 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.</p> <p>Please refer to the following link for more information: https://cloud.baidu.com/doc/BCC/s/Ojwvyngak</p> <p>Supported database formats include MySQL , SQL Server, PostgreSQL</p>

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 Other access methods <hr/> <hr/> <hr/> <hr/> Public access speed (shared bandwidth) in Mbps : <hr/>	IPv6 is supported at BLB 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 checked="" type="checkbox"/> Integration with Identity management solutions <input type="checkbox"/> Others _____ 	For more information, please visit: https://cloud.baidu.com/doc/IAM/index.html
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 configuration			
18	Security configuration enforcement checks	Security configuration enforcement checks are performed: <input type="checkbox"/> Manually <input checked="" type="checkbox"/> Using automated tools How often are enforcement checks being performed to ensure all security configurations are applied? <hr/>	Security configuration at the OS level and up is the responsibility of the customer. Baidu Cloud is responsible for patching the delivery of service to customers, such as the hypervisor and networking services. Customers control the own guest operating systems, software and applications and are therefore responsible for patching their own systems.

19	Multi tenant Technology	<input checked="" type="checkbox"/> Distinct physical hosts Distinct physical network infrastructure <input 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	The Virtual Private Cloud (VPC) helps customers build independent network space in Baidu Cloud and allows customers to customize network segment classification, IP addresses, and routing policies. For more information, please visit : https://cloud.baidu.com/product/vpc.html
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 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)	Auto Scaling 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 Smoothly. For more information, please visit https://cloud.baidu.com/doc/AS/index.html
21	Network elasticity and elasticity	The following network resiliency and elasticity options are available: <input checked="" type="checkbox"/> Redundant Internet connectivity links <input checked="" type="checkbox"/> Redundant Internal connectivity <input checked="" type="checkbox"/> Selectable bandwidth up to <u>200Mbps</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>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>Baidu Cloud Security Service ,including Anti-DDos , Host Security Center 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	The Virtual Private Cloud(VPC) helps customers build independent network space in Baidu Cloud and allows customers to customize networks egment classification, IP addresses, and routing policies. For more information, please visit : https://cloud.baidu.com/product/vpc.html For more information about Load balancing, please visit :

		<input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum performance during peak periods _____ <input type="checkbox"/> Minimum period to scale up network through put _____	https://cloud.baidu.com/product/blb.html defence-in-depth mechanisms, please refer to Baidu Cloud Security White Paper: https://cloud.baidu.com/doc/Whitepapers/s/xjwvxt6n7
22	Storage redundancy and elasticity	The following storage redundancy and elasticity options are available: <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 checked="" type="checkbox"/> Storage traffic isolation, please specify: <u>Cloud disk</u> <input checked="" type="checkbox"/> Shared or dedicated storage network band width, 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: <u>Unlimited</u> <input type="checkbox"/> Maximum storage capacity for single user, please specify: <u>Unlimited</u> <input type="checkbox"/> Maximum expandable storage, please specify: <u>Unlimited</u> <input checked="" type="checkbox"/> Alerts to be sent for unusual high usage <input type="checkbox"/> Minimum storage I/O performance during peak periods _____ <input type="checkbox"/> Minimum period to scale up storage I/O throughput _____	Baidu Cloud offers various storage options to customers based on their needs. 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 : https://cloud.baidu.com/product/bos.html