

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: 5th December 2024

Applicable cloud service(s): Fusion (HCM, SCM, ERP, Sales and Services) on OCI, FAaaS (Fusion as a service) and EPM.

Cloud Service Provider Contact Information

Company name: Oracle Corporation Singapore Pte Ltd

Primary address: 1 Fusionopolis Place Level 12 Galaxis
Singapore 138522

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

Contact name: Samer Abboud

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: TÜV SÜD PSB Pte Ltd

Web address: <https://www.tuvsud.com/sg>

Contact name: Nicole Tang Shyan

Contact number: +65 8822 3172 Contact email: nicole.tang@tuvsud.com

Company stamp:  _____ Lead auditor signature: Natalia Evianti 

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 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 checked="" type="checkbox"/> Others <u>See remarks</u></p> <p><input type="checkbox"/> None</p> <p>Regulators recognized 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 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>This form is completed with the questions only related to Oracle SaaS cloud services that are in-scope. 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. Customers may audit Oracle's compliance with its obligations under Data Processing Agreement up to once per year. In addition, to the extent required by Applicable Data Protection Law, Customer and their</p> <p>Regulator may perform more frequent audit. Audit scope is subject to agreed final audit plan. See Data Process Agreement - https://www.oracle.com/corporate/contracts/cloud-services/contracts.html#data-processing</p> <p>" This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual</p>

			obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission."
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		<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 type="checkbox"/> Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization)	Oracle provides information about framework for which an Oracle line of business has achieved a 3rd party attestation or certification for one or more of its services in the form of "attestations." A list of attestation is available to view via Oracle Cloud Compliance page - https://www.oracle.com/cloud/compliance/ #attestations Reports and certifications are available for download via Oracle SaaS Cloud console.
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2.	Compliance	<p>The following guidelines / standards / regulations are adhered to:</p> <p><input checked="" type="checkbox"/> Singapore Personal Data Protection Act</p> <p><input checked="" type="checkbox"/> ISO/IEC 27001</p> <p><input type="checkbox"/> ISO 9000</p> <p><input type="checkbox"/> ISO/IEC 20000</p> <p><input type="checkbox"/> CSA Open Certification Framework</p> <p><input checked="" type="checkbox"/> PCI-DSS</p> <p><input checked="" type="checkbox"/> Others <u>See others</u></p>	<p>A list of attestation is available to view via Oracle Cloud Compliance page - https://www.oracle.com/cloud/compliance/#attestations Reports and certifications are available for download via Oracle SaaS Cloud console.</p> <p>Oracle follows a modified approach for a selection of MTCS requirements for which compensatory controls have been defined as outlined in the statement of applicability.</p>
Data Control			
3.	Data ownership	<p>All data on the cloud service is owned by the cloud service customer except for:</p> <p><u>Oracle Software, other Oracle products and services, and Oracle intellectual property, and all derivative works</u></p> <p>The cloud service customer retains the ownership on the derived data or attributes of cloud usage except for the following:</p> <p><input type="checkbox"/> Advertising or marketing</p> <p><input type="checkbox"/> Statistics analysis on usage</p> <p><input checked="" type="checkbox"/> Others <u>see others</u></p>	<p>Oracle customers retain all ownership and intellectual property rights in and to their content as defined in the Oracle Cloud Service Agreement - https://www.oracle.com/a/ocom/docs/corporate/cloud-csa-jp-eng-v040119.pdf</p>
4.	Data retention	<p>Data deleted by the cloud service customer is retained as follows:</p> <p><input checked="" type="checkbox"/> Minimum data retention period is: 60 days__</p> <p><input type="checkbox"/> Maximum data retention period is: _____</p> <p><input type="checkbox"/> Deleted immediately</p> <p>Log data is retained for a period of:</p> <p><input checked="" type="checkbox"/> Minimum data retention period as follows: 90 days</p>	

		<input type="checkbox"/> Maximum data retention period is: _____ <input type="checkbox"/> Not retained Cloud service customer data is retained for a period of: <input checked="" type="checkbox"/> Minimum data retention period is: 60 days__ <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 service customer: <input type="checkbox"/> Log data <input checked="" type="checkbox"/> Others <u>Customer users access logs provided in the apps</u>	
5.	Data sovereignty	The primary data locations are: <input checked="" type="checkbox"/> Singapore <input checked="" type="checkbox"/> Asia Pacific _____ <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Others _____ The backup data locations are: <input checked="" type="checkbox"/> Singapore <input checked="" type="checkbox"/> Asia Pacific _____ <input type="checkbox"/> Europe _____ <input type="checkbox"/> United States <input type="checkbox"/> Others _____ No. of countries in which data centres are operated: 25 countries https://www.oracle.com/in/cloud/public-cloud-regions/ The cloud service customer'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 Cloud service customer's consent is required prior to transferring data to a location not specified in item 5 or a third party: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Yes, except as required by law <input checked="" type="checkbox"/> Yes, except as noted: <u>SaaS cloud contracts</u> _____ <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"/> <u>99.7</u> _____ % <input type="checkbox"/> Varies according to price plan The committed system uptime is: <input checked="" type="checkbox"/> <u>99.7</u> _____ % <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 rd party dependency	Highlight areas of critical dependency for service delivery: <u>SaaS cloud services don't have critical dependency of 3rd party</u> _____	
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 Generally 1 hour, vary on services____ <input checked="" type="checkbox"/> RTO Generally 12 hours, vary on services____ <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 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 checked="" type="checkbox"/> Unscheduled downtime Liability: Oracle _____ <input checked="" type="checkbox"/> Database failure Liability: _____ <input type="checkbox"/> Monitoring failure Liability: _____	Oracle Cloud Hosting and Delivery Policies describe the Oracle Cloud Services ordered by Customers, which include Service Level Agreement (SLA). Oracle Cloud Service Pillar documentation may include additional details or exceptions related to specific Oracle Cloud Services. The Oracle Cloud Service Pillar documentation, the Service Descriptions and the Program Documentation for Oracle Cloud Services are available at www.oracle.com/contracts . Unscheduled (unplanned) downtime is described in the Cloud Hosting and Delivery policies. Oracle follows a modified approach for a selection of MTCS requirements for which compensatory controls have been defined as outlined in the statement of applicability.
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): Oracle CSA: https://www.oracle.com/a/ocom/docs/corporate/cloud-csa-sg-eng-v040119.pdf	
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>My Oracle Support Portal, cloud console and email notifications</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: Within 24 hours_____</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>	SaaS cloud services have different billing models. Please refer to the Oracle SaaS service description document for details.
16.	Data portability	<p>Importable VM formats: N/A_____</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"/> Customized _____</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 https://docs.oracle.com/en/cloud/saas/financials/21c/api.html _____	
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: _____ Bandwidth requirements vary based on the customer needs and different in services, please consult your service representative.	
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	<p>The cloud service customer may select the following for service upgrades and changes:</p> <p><input checked="" type="checkbox"/> Automatic provisioning</p> <p><input checked="" type="checkbox"/> Cloud service customer customizable provisioning</p>	
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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? Continuously _____</p>	<p>Oracle Cloud Guard is an Oracle Infrastructure service that helps customers monitor, identify, achieve and maintain a strong security posture on Oracle Cloud. Please see details about Cloud Guard - https://docs.oracle.com/enus/iaas/cloud-guard/using/index.htm</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 customizable 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 & 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> <ul style="list-style-type: none"> <input type="checkbox"/> Programmatic interface to scale up or down <input type="checkbox"/> Mean time to start and end new virtual instances _____ <input 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 	<p>Please refer to Oracle Cloud Infrastructure service offerings and responses to MTCS.</p>
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		_____ (number of cores and GB memory)	
25.	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 _____ Mbps <input checked="" type="checkbox"/> Maximum usable IPs _____ <input checked="" type="checkbox"/> Load balancing ports <u>Multiple</u> <input checked="" type="checkbox"/> Load balancing protocols <u>HTTP/1.1</u> <input checked="" type="checkbox"/> Anti-DDOS protection systems or services <input checked="" type="checkbox"/> Defence-in-depth mechanisms, please specify: <u>DNS&BGP, SIEM, threat and vul mgmt, NIDS, FW, ACL, IRP, OEM</u> _____ <input checked="" type="checkbox"/> Network traffic isolation, please specify: <u>OCI native isolation</u> _____ <input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: <u>Shared load balancer network</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>varies based</u> <input checked="" type="checkbox"/> <u>on services. Please consult your service representative</u> Minimum period to scale up network throughput <u>varies based</u> <u>on services. Please consult your service representative</u> 	
26.	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 centre <input checked="" type="checkbox"/> Redundant storage connectivity links between data centres belonging to the same cloud <input checked="" type="checkbox"/> Storage traffic isolation, please specify: <u>Customer tenancy in Fusion is separated by VCNs and private subnets. Others may vary from design. Please consult your service representative.</u> _____ <input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: <u>Varies based on services, please consult your service representative.</u> <input type="checkbox"/> Quality of service storage traffic control services <input checked="" type="checkbox"/> Maximum storage capacity for entire cloud, please specify: <u>Oracle</u> 	

		<u>Cloud provides up to 51.2 TB of capacity per instance</u>	
		<p><input checked="" type="checkbox"/> Maximum storage capacity for single cloud service customer, please specify: <u>varies based on service contracts. Please refer to Oracle Fusion Cloud service descriptions at https://www.oracle.com/assets/oracle-fusion-cloud-service-desc-1843611.pdf</u></p> <p><input checked="" type="checkbox"/> Maximum expandable storage, please specify: <u>varies based on service contracts. Please refer to Oracle Fusion Cloud service descriptions at https://www.oracle.com/assets/oracle-fusion-cloud-service-desc-1843611.pdf</u></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 <u>Varies based on services, please consult your service representative.</u></p> <p><input checked="" type="checkbox"/> Minimum period to scale up storage I / O throughput <u>Varies based on services, please consult your service representative.</u></p>	