

## Cloud service provider disclosure (MTCS SS584:2020)

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: 15 Apr 2022

Applicable cloud service(s): IaaS, PaaS, SaaS

### Cloud Service Provider Contact Information

Company name: Alibaba Cloud (Singapore) Private Limited

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Singapore 189554

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Contact name: Irene Wang

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MTCS Certificate Number MTCS 768785

Company Chop  Company Representative Signature: Irene

### Certification Body Contact Information

Company name: BSI Group Singapore Pte. Ltd.

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Contact name: Mary Ann de Jesus

Contact number: +65 6270 0777

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Company Chop:  Lead Auditor Signature: David Wu

### Cloud Service Provider Background

Overview of service offering:

Alibaba Cloud, founded in 2009, is a global leader in cloud computing and artificial intelligence, providing services to thousands of enterprises, developers, and governments organizations in more than 200 countries and regions. Committed to the success of its customers, Alibaba Cloud provides reliable and secure cloud computing and data processing capabilities.

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
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Legal and Compliance

1.	Right to audit	<p>The cloud service customer has the right to audit:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Virtual machine instances owned by the cloud service customer</li> <li><input type="checkbox"/> Network facilities</li> <li><input checked="" type="checkbox"/> Compliance with applicable standards</li> <li><input type="checkbox"/> Technical controls</li> <li><input type="checkbox"/> Policies and governance</li> <li><input type="checkbox"/> Data centre facilities</li> <li><input type="checkbox"/> Others _____</li> <li><input type="checkbox"/> None</li> </ul> <p>Regulators recognised by Singapore law have the right to audit:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Virtual machine instances owned by the cloud service customer</li> <li><input checked="" type="checkbox"/> Network facilities</li> <li><input checked="" type="checkbox"/> Compliance with applicable standards</li> <li><input checked="" type="checkbox"/> Technical controls</li> <li><input checked="" type="checkbox"/> Policies and governance</li> </ul>	<p>Alibaba 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 of or connected to the cloud.</p> <p>Customers are able to leverage the underlying security assurance and capabilities that Alibaba Cloud provides, thus getting an overall better security return by using Alibaba Cloud.</p> <p>Alibaba Cloud adheres to domestic and international information security standards, as well as industry requirements. We engage with independent third parties to verify the compliance of Alibaba Cloud. The attestation report, such as SOC2 Type II report, is available for download and view via <a href="https://www.alibabacloud.com/trust-center/compliance-repository">https://www.alibabacloud.com/trust-center/compliance-repository</a></p>
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		<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)	Alibaba Cloud performs the internal and external penetration test and vulnerability scanning on a regular basis. The SOC2 Type II report provides more information for the customers' reference.  Customers can carry out penetration test or vulnerability scanning over their Alibaba Cloud environment.
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 type="checkbox"/> CSA Open Certification Framework <input checked="" type="checkbox"/> PCI-DSS <input type="checkbox"/> Others _____	In addition, Alibaba Cloud is compliant with - ISO27017 - ISO27018 - ISO22301 - ISO9001 - ISO27701 - ISO29151 - CSA STAR - PCI 3DS - DPTM - C5 - HIPAA - OSPAR - TISAX  Please refer to trust center <a href="https://www.alibabacloud.com/trust-center/">https://www.alibabacloud.com/trust-center/</a> for more detailed information.
<b>Data Control</b>			
3.	Data ownership	All data on the cloud service is owned by the cloud service customer except for: _____  The cloud service customer retains the ownership on the derived data or attributes of cloud usage except for the following: <input type="checkbox"/> Advertising or marketing <input checked="" type="checkbox"/> Statistics analysis on usage <input type="checkbox"/> Others _____	The customer retains any rights they may have in any Member Content data in Alibaba Cloud. Member Content refers to content that the customer runs on the Alibaba Cloud Services, causes to interface with the Alibaba Cloud Services, submits to or uploads into the Alibaba Cloud Services under their account.  Please refer to membership agreement <a href="https://www.alibabacloud.com/help/en/doc-detail/42427.html">https://www.alibabacloud.com/help/en/doc-detail/42427.html</a> for more information.
4.	Data retention	Data deleted by the cloud service customer is retained as follows: <input type="checkbox"/> Minimum data retention period is: _____ <input type="checkbox"/> Maximum data retention period is: _____	The customer has the full control and ownership over their data. As such, it is customer's responsibility to define the retention period of the user data.

		<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>Cloud service customer 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 service customer:</p> <p><input checked="" type="checkbox"/> Log data</p> <p><input checked="" type="checkbox"/> Others <u>Member Content</u></p>	<p>Alibaba Cloud provides capabilities for the customer to retain their data in accordance with their own data retention policy.</p> <p>Alibaba Cloud ActionTrail collects API calling records of cloud services (including API call records triggered in the console). The customer can create a trail to store the log to specified Log Service Logstore or OSS bucket as per their defined retention policy. <a href="https://www.alibabacloud.com/product/actiontrail">https://www.alibabacloud.com/product/actiontrail</a></p> <p>On terminating a customer's services, Alibaba Cloud deletes the customer's data assets in a timely manner or returns the data assets according to relevant agreements. Alibaba Cloud uses data erasure techniques that meet industry standards.</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"/> Others _____</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"/> Others _____</p> <p>No. of countries in which data centres are operated: <u>13</u></p> <p>The cloud service customer's data stored in the cloud environment will never leave the locations specified in item 5:</p> <p><input type="checkbox"/> Yes</p>	<p>Alibaba Cloud's infrastructure is built around regions and zones (availability zones). 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>Alibaba Cloud offers multiple zones per each region serving the functions of primary data center and back-up data center for the customers. Alibaba Cloud will not access or use the customer's data except as necessary to comply with applicable laws or regulations. For more information, please visit <a href="https://www.alibabacloud.com/global-locations">https://www.alibabacloud.com/global-locations</a> for more information.</p>

		<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 type="checkbox"/> Yes, except as required by law <input checked="" type="checkbox"/> Yes, except as noted: <u>Alibaba Cloud Terms of Use; Product Terms</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>	Alibaba Cloud only stores and processes each customer's content in the Alibaba Cloud Region(s) that is chosen by the customer. Alibaba Cloud will not move customer content without the customer's consent or except as specified in the terms of use or product terms.
6.	Non-disclosure	<input checked="" type="checkbox"/> Non-disclosure agreement template can be provided by Cloud Service Provider  <input checked="" type="checkbox"/> Cloud Service Provider may use customer's NDA (pending legal review)	
Provider Performance			
7.	Availability	The committed network uptime is: <input type="checkbox"/> _____% <input checked="" type="checkbox"/> Varies according to price plan The committed system uptime is: <input type="checkbox"/> _____% <input checked="" 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	The committed performance varies according to each individual cloud product's service level agreement (SLA), subjected to exclusions specified in the relevant SLA. <a href="https://www.alibabacloud.com/help/product/42384.htm">https://www.alibabacloud.com/help/product/42384.htm</a>
8.	3 <sup>rd</sup> party dependency	Highlight areas of critical dependency for service delivery:	

		_____	
9.	BCP / DR	<input checked="" type="checkbox"/> Disaster recovery protection <input checked="" type="checkbox"/> Backup and restore service <input checked="" type="checkbox"/> Cloud service customer selectable backup plans <input type="checkbox"/> Escrow arrangements <input type="checkbox"/> No BCP / DR is available <input type="checkbox"/> RPO _____ <input type="checkbox"/> RTO _____ <input type="checkbox"/> Others, please specify: _____ _____	Alibaba Cloud has established BCP and the plan is reviewed on an annual basis. Business continuity management team performs business impact analysis and risk assessment every year, including identification of critical business processes, maximum tolerable downtime, RTO, RPO and etc. The customer is responsible for architecting the DR plans. Alibaba Cloud's distributed storage system and multiple AZs help the customer to achieve their DR objectives by deploying a resilient IT architecture.
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: _____ <input checked="" type="checkbox"/> Database failure Liability: _____ <input type="checkbox"/> Monitoring failure Liability: _____	Please refer to the "Claims and Payment Processes" in each of the product SLA.  <a href="https://www.alibabacloud.com/help/product/42384.htm">https://www.alibabacloud.com/help/product/42384.htm</a>
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): <a href="https://resource.alibabacloud.com/whitepaper/alibaba-cloud-security-whitepaper-international-edition-v21-2021_1717">https://resource.alibabacloud.com/whitepaper/alibaba-cloud-security-whitepaper-international-edition-v21-2021_1717</a>	
Service Support			
12.	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 checked="" type="checkbox"/> Assistance in migration to new services when legacy solutions are discontinued</p> <p><input checked="" type="checkbox"/> Ability to remain on old versions for a defined time period</p> <p><input checked="" type="checkbox"/> Ability to choose timing of impact</p>	
13.	Self-service provisioning and management portal	<p>Provide self-service provisioning and management portal for cloud service customers to manage cloud services:</p> <p><input checked="" type="checkbox"/> Yes</p> <p><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><input checked="" type="checkbox"/> Health monitoring</p> <p><input type="checkbox"/> Others: _____</p> <p>_____</p>	
14.	Incident and problem management	<p>Delivery mode of support:</p> <p><input checked="" type="checkbox"/> Access via email</p> <p><input checked="" type="checkbox"/> Access via portal</p> <p><input checked="" type="checkbox"/> Access via phone support</p> <p><input checked="" type="checkbox"/> Direct access to support engineers</p> <p>Availability of support:</p> <p><input checked="" type="checkbox"/> 24 x 7</p>	<p>Alibaba Cloud offers highly flexible support services tailored to customers' different needs. For customers subscribe to business or enterprise support plan, the service response time will be within 15 mins. Please refer to the link for more details. <a href="https://www.alibabacloud.com/support/after-sales">https://www.alibabacloud.com/support/after-sales</a></p>

		<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: _____ See remarks Notification time of cloud service outage incident: _____ Communication channel used for notification of cloud service outage incident: _____ Multi-Channels The following are available to cloud service customers 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: _____	
15.	Billing	The following billing modes are available (please elaborate granularity of charges and measurement): <input checked="" type="checkbox"/> Pay per usage __min/hour/month____ (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) <input checked="" type="checkbox"/> Fixed pricing __yearly/monthly____ (up to yearly/monthly/daily) <input type="checkbox"/> Other pricing model _____ <input type="checkbox"/> Not disclosed <input checked="" type="checkbox"/> Available billing history: ____12____ Months	
16.	Data portability	Importable VM formats: _____ RAW+ VHD Downloadable formats: JSON/XML/other open formats (to specify) _____ See remarks Supported operating systems: _____ See remarks Language versions of supported operating systems: _____ English/Chinese Supported database formats: _____ See remarks Policy/guide available _____	The customer can export Alibaba Cloud custom images to Object Storage Service and download the images to local storage device.  Supported operating systems include Windows Server, Ubuntu, SUSE Linux, OpenSUSE, Debian, CentOS, Aliyun Linux, CoreOS, FreeBSD.




		<p>API:</p> <p><input checked="" type="checkbox"/> Common _____</p> <p><input type="checkbox"/> Customised _____</p> <p>Upon service termination or prolonged outage, data is available through:</p> <p><input type="checkbox"/> Physical media</p> <p><input checked="" type="checkbox"/> Standard methods as described above</p> <p><input type="checkbox"/> Other methods _____</p> <p>_____</p>	Supported database formats include MySQL, Microsoft SQL Server, PostgreSQL, PPAS, MariaDB TX, Redis, MongoDB, Memcache, POLADB.
17.	Interoperability	<p>Use of industry standards and availability of APIs to support interoperability:</p> <p><input checked="" type="checkbox"/> Transport supported (e.g. REST based HTTPS/MQTT) _____</p> <p><input checked="" type="checkbox"/> Format supported (e.g. JSON/XML) _____</p> <p><input checked="" type="checkbox"/> APIs supported _____</p> <p><input type="checkbox"/> Other methods _____</p> <p>_____</p> <p>Guide available <a href="https://www.alibabacloud.com/help/en">https://www.alibabacloud.com/help/en</a></p>	
18.	Access	<p>Type of access to the service is through:</p> <p><input checked="" type="checkbox"/> Public access</p> <p><input checked="" type="checkbox"/> Private access (e.g. VPN, dedicated link)</p> <p><input checked="" type="checkbox"/> IPv6 access is supported</p> <p><input type="checkbox"/> Other access methods _____</p> <p>_____</p> <p>_____</p> <p>Public access speed (shared bandwidth) in Mbps:</p> <p>_____</p>	
19.	User management	<p><input checked="" type="checkbox"/> Identity management</p> <p><input checked="" type="checkbox"/> Role based access control</p> <p><input checked="" type="checkbox"/> Federated access model</p> <p><input checked="" type="checkbox"/> Integration with Identity management solutions</p>	

		<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 customisable provisioning</p>	
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>_____</p>	Alibaba Cloud Security Center product offers server baseline the check features to customers.
22.	Multi-tenancy	<p><input checked="" type="checkbox"/> Distinct physical hosts</p> <p><input checked="" 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>	Alibaba Cloud supports customers with dedicated host services, which allows a tenant to use dedicated hardware resources based on Alibaba Cloud virtual hosting services. <a href="https://www.alibabacloud/products/ddh">https://www.alibabacloud/products/ddh</a>
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 type="checkbox"/> Data protection and encryption key mgmt. enforcement geolocation-based/resource pools and secure migration of cloud workloads</p> <p><input type="checkbox"/> Key mgmt. and keystore controlled by CSC</p> <p><input type="checkbox"/> Persistent data flow segmentation before and after geolocation-based/resource pools secure migration</p> <p><input 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"> <li><input checked="" type="checkbox"/> Programmatic interface to scale up or down</li> <li><input type="checkbox"/> Mean time to start and end new virtual instances _____</li> <li><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</li> <li><input type="checkbox"/> Minimum performance during peak periods _____</li> <li><input type="checkbox"/> Minimum duration to scale up computing resources _____</li> <li><input type="checkbox"/> Minimum additional capacity guaranteed per account _____ (number of cores and GB memory)</li> </ul>	<p>Auto Scaling automatically adjusts computing resources based on the volume of user requests. When the demand for computing resources increase, Auto Scaling automatically adds ECS instances to serve additional user requests, or alternatively removes instances in the case of decreased user requests.</p> <p><a href="http://www.alibabacloud.com/product/auto-scaling">http://www.alibabacloud.com/product/auto-scaling</a></p>
25.	Network resiliency and elasticity	<p>The following network resiliency and elasticity options are available:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Redundant Internet connectivity links</li> <li><input checked="" type="checkbox"/> Redundant Internal connectivity</li> <li><input type="checkbox"/> Selectable bandwidth up to _____ Mbps</li> <li><input type="checkbox"/> Maximum usable IPs _____</li> <li><input checked="" type="checkbox"/> Load balancing ports <u>50</u></li> <li><input checked="" type="checkbox"/> Load balancing protocols <u>HTTPS, HTTP, UDP, TCP</u></li> <li><input checked="" type="checkbox"/> Anti-DDOS protection systems or services</li> <li><input checked="" type="checkbox"/> Defence-in-depth mechanisms, please specify: _____  Alibaba Cloud Security Services, including Anti-DDoS, WAF  Security Center, and etc.</li> <li><input checked="" type="checkbox"/> Network traffic isolation, please specify: <u>VPC and Cloud Firewall</u></li> <li><input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: <u>Shared</u></li> <li><input checked="" type="checkbox"/> QoS traffic control services</li> <li><input checked="" type="checkbox"/> Alerts to be sent for unusual high usage</li> <li><input type="checkbox"/> Minimum performance during peak periods _____</li> <li><input type="checkbox"/> Minimum period to scale up network throughput _____</li> </ul>	
26.	Storage redundancy and elasticity	<p>The following storage redundancy and elasticity options are available:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Redundant storage connectivity links within each data centre</li> <li><input checked="" type="checkbox"/> Redundant storage connectivity links between data centres</li> </ul>	

		<p>belonging to the same cloud</p> <p><input checked="" type="checkbox"/> Storage traffic isolation, please specify: <u>Cloud Disk</u></p> <p>_____</p> <p><input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: <u>Shared</u></p> <p>_____</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 cloud service customer, 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 type="checkbox"/> Minimum storage I / O performance during peak periods _____</p> <p><input type="checkbox"/> Minimum period to scale up storage I / O throughput _____</p>	
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