

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: 22 April 2025

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

Cloud Service Provider Contact Information

Company name: BytePlus Pte. Ltd.

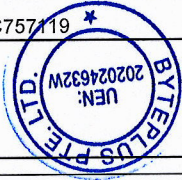
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Contact number: +65 89427862 Contact email: yangtianchi@bytedance.com

MTCS certificate number: C757119

Company stamp:  Company representative signature: 张永亮

Certification Body Contact Information

Company name: DNV Business Assurance Singapore Pte Ltd

Web address: https://dnv.com

Contact name: Chris Ng

Contact number: 98398016 Contact email: chris.ng@dnv.com

Company stamp:  Lead auditor signature: Chris

Cloud Service Provider Background

Overview of service offering:

BytePlus empowers businesses to build growth momentum by harnessing its AI Native Cloud, a robust ecosystem of cloud computing infrastructure and applications designed to deliver scalable solutions, elevate user engagement, and transform data into actionable insights.

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 checked="" type="checkbox"/> Virtual machine instances owned by the cloud service customer</p> <p><input type="checkbox"/> Network facilities</p> <p><input checked="" type="checkbox"/> Compliance with applicable standards</p> <p><input 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 <small>is specific to Terms of Service:</small> https://docs.byteplus.com/en/docs/legal/docs-terms-of-service</p> <p><input type="checkbox"/> None</p> <p>Regulators recognised by Singapore law have the right to audit:</p> <p><input type="checkbox"/> Virtual machine instances owned by the cloud service customer</p> <p><input checked="" type="checkbox"/> Network facilities</p> <p><input checked="" type="checkbox"/> Compliance with applicable standards</p> <p><input checked="" type="checkbox"/> Technical controls</p> <p><input checked="" type="checkbox"/> Policies and governance</p> <p><input checked="" type="checkbox"/> Data centre facilities</p> <p><input type="checkbox"/> Others</p>	<p>BytePlus is responsible for the security of the 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>BytePlus has obtained multiple audit reports issued by third parties.</p> <p>The SOC audit report and PCI-DSS AOC report are available to the customers if customers request to view the reports.</p>

		<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 checked="" type="checkbox"/> Singapore Personal Data Protection Act <input checked="" type="checkbox"/> ISO/IEC 27001 <input checked="" type="checkbox"/> ISO 9000 <input checked="" type="checkbox"/> ISO/IEC 20000 <input checked="" type="checkbox"/> CSA Open Certification Framework <input checked="" type="checkbox"/> PCI-DSS <input checked="" type="checkbox"/> Others <u>SOC1 SOC2</u>	
Data Control			
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 _____	Please review the following link for further information: https://docs.byteplus.com/en/docs/legal/docs-customer-agreement
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: _____ <input checked="" type="checkbox"/> Deleted immediately Log data is retained for a period of: <input type="checkbox"/> Minimum data retention period as follows: 90 days accessible via CloudTrail	Customer data retention period: Term 8.2 https://docs.byteplus.com/en/docs/legal/docs-data-processing-addendum

		<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 type="checkbox"/> Log data</p> <p><input checked="" type="checkbox"/> Others _____</p>	<p>Customers may store and retain log data associated with their use of BytePlus services by using CloudTrail.</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>Malaysia, Indonesia, Hong Kong</u></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 checked="" type="checkbox"/> Asia Pacific <u>Malaysia, Indonesia, Hong Kong</u></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>4</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><input checked="" type="checkbox"/> Yes, except as required by law</p> <p><input type="checkbox"/> Yes, except as noted: _____</p>	<p>BytePlus provides customers with regions in multiple countries for selection, and each region contains multiple availability zones.</p> <p>Each AZ is an independent physical data center equipped with its own power supply, network, and other foundational infrastructure. AZs are isolated from one another, so if one AZ experiences an issue, it does not affect the normal operation of the other AZs, thereby ensuring continuous business availability.</p>

		<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 type="checkbox"/> Yes, except as noted: _____ <input type="checkbox"/> No <i>Note: Cloud service customers are responsible for determining the impact of data protection and data sovereignty laws on the locations where data is stored. In addition, cloud service customers should understand the risks associated with relevant laws that may allow for law enforcement or other government access to data in-transit or storage with Cloud Service Providers.</i>	
6.	Non-disclosure	<input 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 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	Each cloud service has its own Service Level Agreement (SLA), and BytePlus specifies the availability indicators of each product in the product introduction documents. Please see the following link for further information: https://www.byteplus.com/en/search?q=SLA
8.	3 rd party dependency	Highlight areas of critical dependency for service delivery: Data Center Vendors _____ _____	
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 checked="" type="checkbox"/> RPO _____ <input checked="" type="checkbox"/> RTO _____ <input type="checkbox"/> Others, please specify: _____ _____	Each cloud service has its own Service Level Agreement (SLA), and BytePlus specifies the availability indicators of each product in the product introduction documents. BytePlus has a dedicated stability team to manage business continuity. Please see the following link for further information: https://www.byteplus.com/en/search?q=SLA
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 checked="" type="checkbox"/> Migrations Liability: _____ <input checked="" type="checkbox"/> Unscheduled downtime Liability: _____ <input checked="" type="checkbox"/> Database failure Liability: _____ <input checked="" type="checkbox"/> Monitoring failure Liability: _____	Each cloud service has its own Service Level Agreement (SLA), and BytePlus specifies the availability indicators of each product in the product introduction documents. BytePlus has a dedicated stability team to manage business continuity. Please see the following link for further information: https://www.byteplus.com/en/search?q=SLA
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): _____	Please refer to BytePlus Security Whitepaper to see the BytePlus shared responsibilities model
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	BytePlus meticulously assesses potential security impacts of all changes. Change requests are documented, approved, and closely monitored during implementation, with roll-back procedures in place.
13.	Self-service provisioning and management portal	Provide self-service provisioning and management portal for cloud service customers to manage cloud services: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe the functions of the self-service provisioning and management portal provided: <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 <input checked="" type="checkbox"/> Health monitoring <input type="checkbox"/> Others: _____ _____	
14.	Incident and problem management	Delivery mode of support: <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 Availability of support: <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: _____ Service response time: _____	BytePlus, taking into account the nature of cloud-based businesses and various types of security risks within a cloud environment, has established a comprehensive incident response process and security protection plan. The Security Operations Team continuously monitors potential risks in real time and promptly initiates contingency procedures when a security issue is detected, ensuring rapid risk mitigation and safeguarding both customers and the platform.

		<p>Notification time of cloud service outage incident: _____</p> <p>Communication channel used for notification of cloud service outage incident: _____</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: _____</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 <u>min/hour/month</u> (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 <u>yearly/monthly</u> (up to yearly/monthly/daily)</p> <p><input type="checkbox"/> Other pricing model _____</p> <p><input type="checkbox"/> Not disclosed</p> <p><input type="checkbox"/> Available billing history: _____ months</p>	
16.	Data portability	<p>Importable VM formats: <u>See remark</u></p> <p>Downloadable formats: JSON/XML/other open formats (to specify) <u>See remark</u></p> <p>Supported operating systems: <u>See remark</u></p> <p>Language versions of supported operating systems: <u>English</u></p> <p>Supported database formats: <u>See remark</u></p> <p>Policy/guide available: <u>https://docs.byteplus.com/en/docs</u></p> <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>Please refer to the link for further information about image: https://docs.byteplus.com/en/docs/ecs/images-1</p> <p>API overview: https://docs.byteplus.com/en/docs/ecs/Elastic-Compute-Service-API-overview</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) _____ <input checked="" type="checkbox"/> Format supported (e.g. JSON/XML) _____ <input checked="" type="checkbox"/> APIs supported _____ <input type="checkbox"/> Other methods _____ _____ Guide available https://docs.byteplus.com/en/docs	
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 checked="" type="checkbox"/> IPv6 access is supported <input type="checkbox"/> Other access methods _____ _____ Public access speed (shared bandwidth) in Mbps: Contingent on customer network speeds. _____	Please refer to the link: https://www.byteplus.com/en/search?q=access
19.	User management	<input checked="" type="checkbox"/> Identity management <input checked="" type="checkbox"/> Role based access control <input checked="" type="checkbox"/> Federated access model <input checked="" type="checkbox"/> Integration with Identity management solutions <input type="checkbox"/> Others _____	
20.	Lifecycle	The cloud service customer may select the following for service upgrades and changes: <input checked="" type="checkbox"/> Automatic provisioning <input checked="" type="checkbox"/> Cloud service customer customisable provisioning	

Security Configurations			
21.	Security configuration enforcement checks	<p>Security configuration enforcement checks are performed:</p> <p><input type="checkbox"/> Manually</p> <p><input checked="" type="checkbox"/> Using automated tools</p> <p>How often are enforcement checks being performed to ensure all security configurations are applied?</p> <p>_____</p>	<p>BytePlus automates the detection and update of security configurations and security baselines.</p>
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>	<p>BytePlus VPC service builds an isolated and autonomously configured virtual network environment for off-premises resources.</p> <p>Please refer to: https://www.byteplus.com/en/product/vpc</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 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>	<p>Not Applicable</p>
Service Elasticity			
24.	Capacity elasticity	<p>The following capacity elasticity options are available:</p> <p><input checked="" type="checkbox"/> Programmatic interface to scale up or down</p> <p><input type="checkbox"/> Mean time to start and end new virtual instances _____</p> <p><input 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 duration to scale up computing resources _____</p> <p><input type="checkbox"/> Minimum additional capacity guaranteed per account</p>	<p>Auto Scaling is used to automatically increase compute specifications or create instances in other AZs whenever business demands increase or resources in one AZ become insufficient.</p> <p>Please refer to the link to better know Auto Scaling: https://docs.byteplus.com/en/docs/as/What-is-Auto-Scaling</p>

		_____ (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 type="checkbox"/> Selectable bandwidth up to _____ Mbps <input type="checkbox"/> Maximum usable IPs _____ <input checked="" type="checkbox"/> Load balancing ports _____ <input checked="" type="checkbox"/> Load balancing protocols <u>HTTPS, HTTP, UDP, TCP</u> <input checked="" type="checkbox"/> Anti-DDOS protection systems or services <input checked="" type="checkbox"/> Defence-in-depth mechanisms, please specify: _____ BytePlus Security Services, including SealSuite, Web Application Firewall, Advanced DDoS Protection, Cloud Firewall, Network Detection, Key Management Service <input checked="" type="checkbox"/> Network traffic isolation, please specify: <u>Cloud Firewall</u> Network Detection and Response <input checked="" type="checkbox"/> Shared or dedicated bandwidth, please specify: _____ Shared Bandwidth <input checked="" type="checkbox"/> QoS traffic control services <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 throughput _____ 	
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: _____ _____ <input checked="" type="checkbox"/> Shared or dedicated storage network bandwidth, please specify: _____ _____ <input checked="" type="checkbox"/> Quality of service storage traffic control services <input type="checkbox"/> Maximum storage capacity for entire cloud, please specify: _____ 	<p>BytePlus has multiple storage services, including Torch Object Storage, Elastic Block Storage etc..</p> <p>BytePlus's storage services ensure high availability for users through several key mechanisms. Please refer to: https://www.byteplus.com/en/product/tos</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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