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	
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Certification Body Contact Information	
Company name:	Singapore ISC Pte Ltd
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Cloud Service Provider Background
Overview of service offering:
Microsoft Dynamics business solutions energize and empower customer engagement with real-time information and collaboration. As the world grows smaller and more complicated, technology plays an important role and enables individuals to drive their vision while also helping organizations to manage their end-to-end business processes.
From customer relationship management (CRM) software to enterprise resource planning (ERP), and from supply chain management to business intelligence and reporting, Microsoft Dynamics has a business solution that's just right for you.
The services in scope will be Microsoft Dynamics CRM Online.   Please see http://www.microsoft.com/en-

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us/dynamics/crm.aspx for Dynamics CRM Online full service offerings.

Service model:

☐ Virtual machine instances owned by the user

☐ Network facilities

☒ Compliance with applicable standards

Deployment model:

☐ Private cloud

☐ Community cloud

☐ Hybrid cloud

☒ Public cloud

Tier:

☐ Level 1

☒ Level 2

☐ Level 3

No.	Criteria	Description	Remarks
Legal and Compliance			
1.	Right to audit	The user has the right to audit: ☐ Virtual machine instances owned by the user ☐ Network facilities ☒ Compliance with applicable standards ☐ Technical controls ☒ Policies and governance ☐ Data centre facilities ☐ Others _____ ☐ None Regulators recognised by Singapore law have the right to audit: ☐ Virtual machine instances owned by the user ☐ Network facilities	Microsoft provides customers with detailed information about our security and compliance programs, including audit reports and compliance packages, to help customers assess our services against their own legal and regulatory requirements. In addition, Microsoft has developed an extensible compliance framework that enables it to design and build services using a single set of controls to speed up and simplify compliance across a diverse set of regulations and rapidly

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		☒ Compliance with applicable standards ☐ Technical controls ☐ Policies and governance ☐ Data centre facilities ☐ Others _____ ☐ None Audit / assessment reports that can be made available on request: ☐ Penetration test ☐ Threat and vulnerability risk assessment ☐ Vulnerability scan ☒ Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation)	adapt to changes in the regulatory landscape. We provide financial sector customers with a Regulator Right to Examine, which includes access to a number of audit-related materials and an opportunity to discuss with our auditor. As part of Dynamics CRM Online Independent Verification of security posture, the environment undergoes 3rd party penetration testing against the environment. In addition, the 3rd Party assessor, conducts detailed review of Risk Assessment and Vulnerability Scans. The findings of these assessments are documented within their assessment(s). Additional information on Independent Verification can be found here: http://www.microsoft.com/en-us/dynamics/crm-trust-center.aspx http://www.microsoft.com/online/legal/v2/en-us/MOS_PTC_Security_Audit.htm
2.	Compliance	The following guidelines / standards / regulations are adhered to: ☒ Singapore Personal Data Protection Act ☒ ISO / IEC 27001 ☐ ISO 9000 ☐ ISO / IEC 20000	Independently verified. By providing customers with compliant, independently verified cloud services, Microsoft makes it easier for customers to achieve compliance for

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		☒ CSA Open Certification Framework ☐ PCI-DSS ☒ <u>Others SOC 1 and SOC 2 SSAE 16/ISAE 3402; CSA Cloud Controls Matrix; FedRAMP (U.S. only); HIPAA BAA and other listed in the Remarks</u>	the infrastructure and applications they run. Microsoft provides customers with detailed information about our security and compliance programs, including audit reports and compliance packages, to help customers assess our services against their own legal and regulatory requirements. Microsoft Dynamics CRM Online is compliant to the following certifications: • ISO/IEC 27001:2013 • SOC 1 and SOC 2 SSAE 16/ISAE 3402 Type 1 and Type 2 • FedRAMP/FISMA • Data Processing Agreements (DPAs) • European Union (EU) Model Clauses List of Certifications for Microsoft Dynamics CRM Online : http://www.microsoft.com/en-us/dynamics/crm-trust-center.aspx Microsoft's privacy representative for Singapore can be reached at the following address: Microsoft Operations Pte Ltd Attn: Frederic Blanchi, Privacy Officer 1 Marina Boulevard, #22-01, One Marina Boulevard Singapore 018989

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		Data Control	
3.	Data ownership	All data on the cloud service is owned by the cloud user except for: content the customer did not upload into or create within the service. The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following: ☐ Advertising or marketing ☒ Statistics analysis on usage ☐ Others_____	The following lists several frequently asked questions with regards to data ownership: http://www.microsoft.com/online/legal/v2/?docid=25
4.	Data retention	Data deleted by the user is retained as follows: ☒ Minimum data retention period is: 90 Days ☐ Maximum data retention period is: _____ ☐ Deleted immediately Log data is retained for a period of: ☐ Minimum data retention period as follows: _____ ☒ Maximum data retention period is: 90 Days ☐ Not retained User data is retained for a period of: ☐ Minimum data retention period is: _____ ☒ Maximum data retention period is: Default is 90 days after closure of storage account ☐ Not retained The following types of data are available for download by the cloud user: ☐ Log data ☒ Other Log Data from VMs as well as diagnostic data from Azure Diagnostic API	For Dynamics CRM Online, upon request, Tenant Admin can download technical documentation on deleting Tenant and User data. These guides can be requested via customer support service. On log data retention, this varies by type of log. Logs controlled by the user are retained for whatever period the user sets. Most, but not all, platform logs are retained 90 days. Users can download logs maintained within their own subscription.
5.	Data sovereignty	The primary data locations are: ☒ Singapore ☐ Asia Pacific ☐ Europe	Customers can choose their data locations and their data will stay within that location they specify (Singapore and Hong Kong), this includes service logs that contain customer-

		☐ United States The backup data locations are: ☒ Singapore ☒ Asia Pacific (Hong Kong) ☐ Europe ☐ United States No. of countries in which data centres are operated: 2 The user's data stored in the cloud environment will never leave the locations specified in item 5: ☐ Yes ☒ Yes, except as required by law ☒ Yes, except as noted: See Trust Center for details ☐ No User's consent is required prior to transferring data to a location not specified in item 5 or a third party: ☐ Yes ☒ Yes, except as required by law ☐ Yes, except as noted: _____ ☐ No Consent is obtained via service agreement and in privacy statement *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.*	authored data. Please find the details of Dynamics CRM Online data centre locations here: http://www.microsoft.com/online/legal/v2/?docid=25 Dynamics CRM Online Trust Centre link: http://www.microsoft.com/en-us/dynamics/crm-trust-center.aspx
6.	Non-disclosure	☒ Non-disclosure agreement template can be provided by Cloud Service Provider ☐ Cloud Service Provider may use customer's NDA (pending legal review)	Non-disclosure is addressed in the service agreement, which includes the following commitment: Microsoft will not disclose Customer Data to a third party

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			(including law enforcement, other government entity, or civil litigant; excluding our subcontractors) except as Customer directs or unless required by law. Should a third party contact Microsoft with a demand for Customer Data, Microsoft will attempt to redirect the third party to request that data directly from Customer. As part of that, Microsoft may provide Customer's basic contact information to the third party. If compelled to disclose Customer Data to a third party, Microsoft will promptly notify Customer and provide a copy of the demand, unless legally prohibited from doing so.
Provider Performance			
7.	Availability	The committed network uptime is: ☐ 99.9 to 99.95% ☒ Varies according to price plan The committed system uptime is: ☐ 99.9 to 99.95% ☒ Varies according to price plan The cloud environment has the following single points of failure: ☒ None	Minimum SLA for all services in scope is 99.9%. No single point of failure since the underlying infrastructure is distributed.
8.	BCP / DR	☒ Disaster recovery protection ☒ Backup and restore service ☒ User selectable backup plans ☐ Escrow arrangements	Microsoft does not provide escrow arrangements, but will provide process for SLA service credit claims.

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		☐ No BCP / DR is available ☒ RPO <u>Managed by cloud user</u> ☒ RTO <u>Managed by cloud user</u> ☐ Others, please specify: _____		
9.	Liability	The following terms are available for the users on failure of the provider to meet the service commitment: ☒ Network failure Liability: ☒ Infrastructure failure Liability: <u>Same as network failure</u> ☐ Virtual machine instance failure Liability: <u>Same as network failure</u> ☐ Migrations Liability:_____ ☒ Unscheduled downtime Liability: <u>Same as network failure</u> ☒ Database failure Liability: <u>Same as network failure</u> ☒ Monitoring failure Liability: <u>Same as network failure</u>	Liability for outages is addressed in the Service Level Agreements, available here: https://port.crm.dynamics.com/portal/static/1033/sla.htm Microsoft Service Agreement is available here: https://port.crm.dynamics.com/portal/static/1033/tos.htm Liability not addressed in the SLAs is addressed in the subscription agreement, available upon request.

Service Support

10.	Change management	The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services: ☒ Communication plan and procedures for proactive notification ☐ Assistance in migration to new services when legacy solutions are discontinued ☒ Ability to remain on old versions for a defined time period ☐ Ability to choose timing of impact	Assistance in migration to new services when legacy solutions are discontinued - SaaS: Will provide guidance for migration scenarios.

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11.	Self-service provisioning and management portal	Provide self-service provisioning and management portal for users to manage cloud services: ☒ Yes ☐ No If yes, describe the functions of the self-service provisioning and management portal provided: ☒ Allow role-based access control (RBAC) ☒ Manage resource pools (e.g. VMs, storage, and network) and service templates ☒ Track and manage the lifecycle of each service ☒ Track consumption of services ☐ Others: _____ _____	RBAC is implemented on Dynamics CRM Online.
12.	Incident and problem management	Delivery mode of support: ☒ Access via email ☒ Access via portal ☒ Access via phone support ☒ Direct access to support engineers Availability of support: ☒ 24 x 7 ☒ During office hours support, please specify the hours of operations: <u>Dependent on local business hours</u> ☒ After office hours support, please specify the hours of operations: <u>24x7 support in English</u> Service response time: <u>Dependent on severity of incident and type of support plan; between 15 minutes – 8 hours</u> The following are available to users upon request: ☐ Permanent access to audit records of customer instances ☒ Incident management assistance Incident response time: <u>Dependent on severity of incident and type of support plan; between 15 minutes – 8 hours</u> Mean time to repair on detection of faults: _____	Please find the different support plans as follows: https://mbs.microsoft.com/customersource/northamerica/CRM/support/support-lifecycle/CRMSupport Customers have continuous access to their own subscription and other services.

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13.	Billing	The following billing modes are available (please elaborate granularity of charges and measurement): ☐ Fixed pricing_____(up to yearly/monthly/daily) ☒ Other pricing model <u>Enterprise Agreement for Dynamics CRM Online</u> ☐ Not disclosed ☐ Available billing history: _____Months	Microsoft Dynamics CRM Online offers four levels of user subscription licenses (USLs). To provide you with the flexibility to license the solution based on how your users use Dynamics CRM functionality you have the ability mix-and-match these licenses within a deployment. <u>http://www.microsoft.com/en-us/dynamics/crm-purchase-online.aspx</u> Customers are able to see the entire billing history since the subscription starts.
14.	Data portability	Dynamics CRM Online currently does not support VMs. API: ☐ Common <u>See side remarks</u> ☐ Customised <u>See side remarks</u> Upon service termination, data is available through: ☒ Physical media ☒ Standard methods as described above ☒ Other methods <u>Physical-disk shipping subject to geographical availability</u>	API: Open Data standards, REST Management API, Web Services, etc.
15.	Access	Type of access to the service is through: ☒ Public access ☒ Private access (e.g. VPN, dedicated link) ☐ IPv6 access is supported ☐ Other access methods Public access speed (shared bandwidth) in Mbps: _____	

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16.	User management	☒ Identity management ☒ Role based access control ☒ Federated access model ☒ Integration with Identity management solutions ☐ Others_____	For Dynamics CRM Online, Role Based Access Control (RBAC) is used to identify and control the access privileges of each service team's personnel. Customer can implement RBAC through the utilization of Active Directory (AD). AD is a Commercial Off The Shelf (COTS) directory service implemented by Microsoft for Windows domain networks. Dynamics CRM Online MT uses Azure AD to implement Role Based Access Control (RBAC) via the use of AD groups. For the purposes of this control, the term "security group" references an Azure AD group which is used to enforce RBAC permissions.
17.	Lifecycle	The cloud user may select the following for service upgrades and changes: ☒ Automatic provisioning ☒ User customisable provisioning	
Security Configurations			
18.	Security configuration enforcement checks	Security configuration enforcement checks are performed: ☐ Manually ☒ Using automated tools How often are enforcement being performed to ensure all security configurations are checks applied? <u>External audits are done annually. Self-assessment is performed daily.</u>	MCIO/GFS performs baseline configuration checks.
19.	Multi-tenancy	☐ Distinct physical hosts	

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		☐ Distinct physical network infrastructure	
		☒ Virtual instance grouping	
		☒ User definable security domains	
		☒ User customisable firewall	
		☒ User definable access policies	
Service Elasticity			
20.	Capacity elasticity	The following capacity elasticity options are available: ☐ Programmatic interface to scale up or down ☐ Mean time to start and end new virtual instances _____ ☒ Alerts to be sent for unusual high usage ☐ Minimum performance during peak periods_____ ☐ Minimum duration to scale up computing resources _____ ☐ Minimum additional capacity guaranteed per account _____ (number of cores and GB memory)	
21.	Network resiliency and elasticity	The following network resiliency and elasticity options are available: ☒ Redundant Internet connectivity links ☒ Redundant Internal connectivity ☐ Selectable bandwidth up to _____Mbps ☒ Maximum usable IPs <u>You can use any IP address range defined in RFC1918. That means the entire 10.0.0.0/8 (16,777,216 addresses)</u> ☒ Load balancing ports _____ ☒ Load balancing protocols _____ ☒ Anti-DDOS protection systems or services ☒ Defence-in-depth mechanisms, please specify: <u>See side remarks</u> ☒ Network traffic isolation, please specify: <u>See side remarks</u> ☒ Shared or dedicated bandwidth, please specify: <u>Shared. Dedicated based on geographical availability. See side remarks.</u> ☐ QoS traffic control services	Dynamics CRM Online security and security continuity white paper: http://www.microsoft.com/en-us/download/details.aspx?id=30187

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		☒ Alerts to be sent for unusual high usage	
		☐ Minimum performance during peak periods _____	
		☐ Minimum period to scale up network throughput _____	
22.	Storage redundancy and elasticity	The following storage redundancy and elasticity options are available: ☒ Redundant storage connectivity links within each data centre ☒ Redundant storage connectivity links between data centres belonging to the same cloud ☐ Storage traffic isolation, please specify: _____ ☐ Shared or dedicated storage network bandwidth, please specify: _____ ☐ Quality of service storage traffic control services ☐ Maximum storage capacity for entire cloud, please specify: _____ ☒ Maximum storage capacity for single user, please specify: 100 TB per account for storage account created before 7 June 2012 200 TB per account for storage account created on 7 June 2012 or later 1 TB per user for Office 365 ☒ Maximum expandable storage, please specify: Refer to above for maximum storage account ☒ Alerts to be sent for unusual high usage ☐ Minimum storage I / O performance during peak periods ☐ Minimum period to scale up storage I / O throughput	MCIO/GFS DPS Backup Services. Dynamics CRM Online security and security continuity white paper: http://www.microsoft.com/en-us/download/details.aspx?id=30187

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