# 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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| Company name:  Alibaba.com Singapore E-commerce Private Ltd.<br><br>Primary address: 59th One Raffles Place<br><br>Web address:    http://intl.aliyun.com<br><br>Contact name:  Larry Liu<br><br>Contact number: +8613811627925 |
| **Certification Body Contact Information** |
| Company name:  Certification International (Singapore) Pte Ltd<br><br>Web address:   http://www.cert-ints.com.sg/<br><br>Contact name:  Mr. Dave Cheng; Mr. Bhavesh Kumar<br><br>Contact email:   certints@singnet.com.sg; bhavesh@cert-ints.com.sg |
| **Cloud Service Provider Background** |
| Overview of service offering:<br><br>Service model: Cloud Service Provider<br><br>    ☒ Virtual machine instances owned by the user<br><br>    ☒  Network facilities<br><br>    ☒ Compliance with applicable standards<br><br>Deployment model:<br><br>    ☐ Private cloud<br><br>    ☐ Community cloud<br><br>    ☐ Hybrid cloud<br><br>    ☒ Public cloud<br><br>Tier:<br><br>    ☒ Level 1<br><br>    ☒ Level 2<br><br>    ☒ Level 3 |

| No. | Criteria | Description | Remarks |
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| | | **Legal and Compliance** | |
| 1. | Right to audit | The user has the right to audit:<br><br>☒ Virtual machine instances owned by the user<br><br>☐ Network facilities<br><br>☒ Compliance with applicable standards*<br><br>☐ Technical controls<br><br>☒ Policies and governance*<br><br>☐ Data centre facilities<br><br>☐ Others<br><br>☐ None<br><br>Regulators recognised by Singapore law have the right to audit:<br><br>☒ Virtual machine instances owned by the user<br><br>☒ Network facilities<br><br>☒ Compliance with applicable standards<br><br>☒ Technical controls<br><br>☒ Policies and governance<br><br>☒ Data centre facilities<br><br>☐ Others _____<br><br>☐ None<br><br>Audit / assessment reports that can be made available on request:<br><br>☐ Penetration test<br><br>☐ Threat and vulnerability risk assessment<br><br>☐ Vulnerability scan<br><br>☒ Audit reports (e.g. Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organisation) | Remarks:<br><br>Users will only be to review the standards and policy documents and will not be granted with access into the systems of procedures of Alibaba Group. |
| 2. | Compliance | The following guidelines / standards / regulations are adhered to:<br><br>☐ Singapore Personal Data Protection Act<br><br>☒ ISO / IEC 27001 | |

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| | | ☐ ISO 9001 | |
| | | ☒ ISO / IEC 20000 | |
| | | ☒ CSA Open Certification Framework | |
| | | ☒ PCI-DSS | |
| | | ☒ Others _ISO22301, | |

**Data Control**

| 3. | Data ownership | All Customer Content is owned by the cloud user or its end users (if applicable) except for: <u>data owned by end users of the cloud user as uploaded onto the cloud by the cloud user.</u><br><br>The cloud User retains the ownership on the derived data or attributes of cloud usage except for the following:<br><br>☒ Advertising or marketing<br><br>☒ Statistics analysis on usage<br><br>☒ Others: <u>Non-personally identifiable business and transaction data of the cloud user's membership account with the Alibaba Cloud website.</u> | Note: data and information uploaded by users to their virtual machines shall be referred to as "Customer Content". |
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| 4. | Data retention | Data deleted by the user is retained as follows:<br><br>☐ Minimum data retention period is: _____<br><br>☒ Maximum data retention period is: <u>22 Days</u><br><br>☐ Deleted immediately<br><br>Log data is retained for a period of:<br><br>☐ Minimum data retention period as follows: _____<br><br>☒ Maximum data retention period is: <u>based on the storage capacity</u><br><br>☐ Not retained<br><br>User data is retained for a period of:<br><br>☐ Minimum data retention period is: _____<br><br>☐ Maximum data retention period is: _____<br><br>☒ Not retained<br><br>The following types of data are available for download by the cloud user: | |

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| | | ☒ Log data<br><br>☒ Other <u>All data belongs to the user</u> | | |
| 5. | Data sovereignty | The primary data locations are:<br><br>☒ Singapore<br><br>☒ Asia Pacific <u>China (Mainland & HK)</u><br>☐ Europe_____<br><br>☐ United States<br><br>☐ Other _____<br><br>The backup data locations are:<br><br>☐ Singapore<br><br>☒ Asia Pacific China (Mainland & HK)<br><br>☐ Europe_____<br><br>☒ United States<br><br>☒ Other _____Middle East_____<br><br>No. of countries in which data centres are operated: <u>4</u><br><br>The user's data stored in the cloud environment will never leave the locations specified in item 5:<br><br>☐ Yes<br><br>☒ Yes, except as required by law<br><br>☒ Yes, except as noted: <u>Customers choose to do cross Region/AZ replications/data synchronizations</u><br><br>☐ No<br><br>User's consent is required prior to transferring data to a location not specified in item 5 or a third party:<br><br>☒ Yes<br><br>☒ Yes, except as required by law<br><br>☐ Yes, except as noted: _____<br><br>☐ No<br><br>*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* | | |

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| | | *relevant laws that may allow for law enforcement or other government access to data in-transit or storage with Cloud Service Providers.* | |
| 6. | Non-disclosure | ☒ Non-disclosure agreement template can be provided by Cloud Service Provider<br><br>☒ Cloud Service Provider may use customer's NDA | |
| **Provider Performance** | | | |
| 7. | Availability | The committed network uptime is:<br><br>☐ 99.99 %<br><br>☒ Varies according to product<br><br>The committed system uptime is:<br><br>☐ 99.95 %<br><br>☒ Varies according to price plan<br><br>The cloud environment has the following single points of failure:<br><br>☐<br><br>☒ none | The committed performances vary according the each individual cloud product's service level agreement, subject to exclusions specified in the relevant SLA. |
| 8. | BCP / DR | ☒ Disaster recovery protection<br><br>☒ Backup and restore service<br><br>☒ User selectable backup plans<br><br>☒ Escrow arrangements<br><br>☐ No BCP / DR is available<br><br>☒ RPO_____less than 15 mins_____<br><br>☒ RTO_____3 hours_____<br><br>☒ Others, please specify: Customer may select secondary data centers in other region for DR service. | Based on DR services with user selection |
| 9. | Liability | The following terms are available for the users on failure of the provider to meet the service commitment:<br><br>☒ Network failure<br><br>Liability: <u>Depends on the product provided, but typically up to 10% to 25% of customer's payment for the product</u><br><br>☒ Infrastructure failure<br><br>Liability: <u>Depends on the product provided, but typically up to 10% to 25% of customer's payment for the product</u> | |

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| | | ☒ Virtual machine instance failure<br><br>Liability: <u>99.95%   (uptime/all time monthly)</u><br><br><br>☒ Migrations<br><br>Liability: <u>Less than 15 minutes' response time with standard escalation and fixing process</u><br><br>☒ Unscheduled downtime<br><br>Liability: <u>Depends on the product provided, but typically up to 10% to 25% of customer's payment for the product</u><br><br>☒ Database failure<br><br>Liability: <u>Depends on the product provided, but typically up to 10% to 25% of customer's payment for the product</u><br><br>☒ Monitoring failure 99.99%<br><br>Liability: <u>Depends on the product provided, but typically up to 10% to 25% of customer's payment for the product</u> | |
| **Service Support** | | | |
| 10. | Change management | The Cloud Service Provider has established the following for changes, migrations, downtime, and other potential interruptions to cloud services:<br><br>☒ Communication plan and procedures for proactive notification<br><br>☒ Assistance in migration to new services when legacy solutions are discontinued<br><br>☒ Ability to remain on old versions for a defined time period<br><br>☒ Ability to choose timing of impact | |
| 11. | Self-service provisioning and management portal | Provide self-service provisioning and management portal for users to manage cloud services:<br><br>☒ Yes<br><br>☐ No<br><br>If yes, describe the functions of the self-service provisioning and management portal provided:<br><br>☐ Allow role-based access control (RBAC)<br><br>☒ Manage resource pools (e.g. VMs, storage, and network) and service templates<br><br>☒ Track and manage the lifecycle of each service | |

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| | | ☒ Track consumption of services<br><br>☐ Others: _____<br><br>_____ | |
| 12. | Incident and problem management | Delivery mode of support:<br><br>☒ Access via email<br><br>☒ Access via portal<br><br>☒ Access via phone support<br><br>☒ Direct access to support engineers<br><br>Availability of support:<br><br>☒ 24 x 7 for <u>service unavailability, (only for certain users who subscribed for certain customer service plans)</u><br><br>☐ During office hours support, please specify the hours of operations: _____<br><br>☐ After office hours support, please specify the hours of operations: _____<br><br>Service response time: <u><15m for Platinum Users; <40m for Gold Users; <6h for Silver Users</u><br><br>The following are available to users upon request:<br><br>☐ Permanent access to audit records of customer instances<br><br>☒ Incident management assistance<br><br>Incident response time: <u><15m for Service Unavailability</u><br><br>Mean time to repair on detection of faults: <u>N/A</u> | |
| 13. | Billing | The following billing modes are available (please elaborate granularity of charges and measurement):<br><br>☒ Pay per usage (up to per ~~min~~/<u>hour</u>/~~day~~/~~month~~ for compute/storage for IaaS/PaaS, and per user per hour/day/month/year for SaaS)<br><br>☒ Fixed pricing up to (<u>yearly/monthly</u>/~~daily~~)<br><br>☐ Other pricing model_____<br><br>☐ Not disclosed<br><br>☒ Available billing history: <u>12</u> Months | |
| 14. | Data portability | Importable VM formats: <u>RAW</u> | |

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| | | Downloadable formats: <u>None</u> | |
| | | Supported operating systems: <u>Windows Server, Ubuntu, SUSE Linux, OpenSUSE, Debian, CentOS, Aliyun Linux</u> | |
| | | Language versions of supported operating systems: <u>English/Chinese</u> | |
| | | Supported database formats: <u>MySQL, SQL Server ,</u> | |
| | | API: | |
| | | ☒ Common <u>Open API (REST API)</u> | |
| | | ☐ Customised _____ | |
| | | Upon service termination, data is available through: | |
| | | ☐ Physical media | |
| | | ☒ Standard methods as described above | |
| | | ☐ Other methods _____ | |
| 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: <u>200</u> | |
| 16. | User management | ☒ Identity management | |
| | | ☐ Role based access control | |
| | | ☐ Federated access model | |
| | | ☐ Integration with Identity management solutions | |
| | | ☐ Others_____ | |
| 17. | Lifecycle | The cloud user may select the following for service upgrades and changes: | |
| | | ☒ Automatic provisioning | |
| | | ☒ User customisable provisioning | |

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| | Security Configurations | | |
| 18. | Security configuration enforcement checks | Security configuration enforcement checks are performed:<br><br>☐ Manually<br><br>☒ Using automated tools<br><br>How often are enforcement checks being performed to ensure all security configurations are applied?<br><br>_____ | |
| 19. | Multi-tenancy | ☐ Distinct physical hosts<br><br>☐ Distinct physical network infrastructure<br><br>☒ Virtual instance grouping<br><br>☒ User definable security domains<br><br>☒ User customisable firewall<br><br>☒ User definable access policies | |
| | Service Elasticity | | |
| 20. | Capacity elasticity | The following capacity elasticity options are available:<br><br>☒ Programmatic interface to scale up or down<br><br>☒ Mean time to start and end new virtual instances ≤5 minutes<br><br>☒ Alerts to be sent for unusual high usage<br><br>☐ Minimum performance during peak periods_____<br><br>☐ Minimum duration to scale up computing resources _____<br><br>☐ 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:<br><br>☒ Redundant Internet connectivity links<br><br>☒ Redundant Internal connectivity<br><br>☒ Selectable bandwidth up to 200 Mbps<br><br>☒ Maximum usable IPs 100<br><br>☒ Load balancing ports 2<br><br>☒ Load balancing protocols HTTP, HTTPs, TCP, UDP<br><br>☒ Anti-DDOS protection systems or services | |

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| | | ☒ Defence-in-depth mechanisms, please specify: <u>Yundun(Aliyun self-developed product)</u><br><br>☒ Network traffic isolation, please specify: <u>VPC</u><br><br>☒ Shared or dedicated bandwidth, please specify: <u>shared</u><br><br>☒ QoS traffic control services<br><br>☒ Alerts to be sent for unusual high usage<br><br>☒ Minimum performance during peak periods <u>6.6G per ECS</u><br><br>☒ Minimum period to scale up network throughput <u>0</u> | |
| 22. | Storage redundancy and elasticity | The following storage redundancy and elasticity options are available:<br><br>☒ Redundant storage connectivity links within each data centre<br><br>☐ Redundant storage connectivity links between data centres belonging to the same cloud<br><br>☒ Storage traffic isolation, please specify: <u>Cloud Disk</u><br><br>☒ Shared or dedicated storage network bandwidth, please specify:<br><u>Shared</u><br><br>☒ Quality of service storage traffic control services<br><br>☐ Maximum storage capacity for entire cloud, please specify:<br><br>_____<br><br>☐ Maximum storage capacity for single user, please specify:<br><br>_____<br><br>☐ Maximum expandable storage, please specify:<br><br>_____<br><br>☒ Alerts to be sent for unusual high usage<br><br>☒ Minimum storage I / O performance during peak periods<br><u>Up to 3000 IOPS for Efficient Cloud Disk</u><br><br>☐ Minimum period to scale up storage I / O throughput | |