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Cloud service provider disclosure

The form is to be completed for each cloud service provided. For questions not applicable or not disclosed, the public Cloud Service Provider shall indicate accordingly with remarks

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Cloud Service Provider Contact Information

Company name	:	Reachfield IT Solutions Pte Ltd
Primary address	:	3791 Jalan Bukit Merah #10-20 E-Centre@Redhill Singapore 159471
Web address	:	http://www.reachfield-it.com
Contact name	:	Winson Wee Hock Soon
Contact number	:	+65 6324 3320
MTCS certificate number	:	MTCS-2016-0005

Company Stamp : _____   Signature of company representative : _____

Certification Body Contact Information

Company name	:	TÜV SÜD PSB
Primary address	:	No. 1 Science Park Drive Singapore118221

Company Stamp : _____   Signature of company representative : _____

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Cloud Service Provider Background

Overview of service offering:

<u>Video Management Service Platform provides an enriching digital environment delivering multimedia capabilities adaptively on the internet cloud</u>

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 standard ☒ Technical controls ☒ Policies and governance ☐ Data centre facilities ☐ Others:_____ ☐ None Regulators recognized by Singapore law have the right to audit: ☒ Virtual machine instances owned by the user ☐ Network facilities	<u>Provision for Software as a Service via public cloud offer by StarHub Argonar</u>

		☒ Compliance with applicable standard ☒ Technical controls ☒ Policies and governance ☐ Data centre facilities ☐ Others:_____ ☐ None Audit / assessment reports that canbe made available on request: ☒ Penetration test ☒ Threat and vulnerability risk assessment ☒ Vulnerability scan ☐ Audit reports (e.g. Statement on Standards for Attestation engagement (SSAE) No. 16, Reporting on Controls at a Service Organisation)	
2.	Compliance	The following guidelines / standards / regulations are adhered to: ☒ Singapore Personal Data Protection Act ☐ ISO/IEC 27001 ☐ ISO 9000 ☐ ISO/IEC 20000 ☐ CSA Open Certification Framework ☐ PCI-DSS ☒ Others:Workplace Safety and Health Act	_____
3.	Data ownership	All data on the cloud service is owned by the cloud user except for:Application Source Code 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:_____	All data will be owned by user
4.	Data retention	Data deleted by the user is retained as follow	_____

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		☐ Minimum data retention period is _____ ☒ Maximum data retention period is <u>1 year</u> ☐ Deleted immediately Log data is retained for a period of: ☐ Minimum data retention period as follows _____ ☒ Maximum data retention period is <u>1 year</u> ☐ Not retained User data is retained for a period of: ☐ Minimum data retention period is _____ ☒ Maximum data retention period is <u>1 year</u> ☐ Not retained The following types of data are available for download by the cloud user: ☒ Log data ☐ Others_____	
5.	Data sovereignty	The primary data locations are: ☒ Singapore ☐ Asia Pacific _____ ☐ Europe_____ ☐ United States ☐ Others:_____ The backup data locations are: ☒ Singapore ☐ Asia Pacific _____ ☐ Europe _____ ☐ United States ☐ Others:_____ No. of countries in which data centres are operated: <u>0</u> 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: _____	<u>Starhub is our cloud hosting provider.</u>

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Cloud service provider disclosure

<table>
<tr>
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☐ 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

Note: Cloud users are responsible for determining the impact of data protection and data sovereignty laws on the location where data is stored. In addition, users should understand the risk associated with relevant laws that may allow for law enforcement or other government access to data in-transit or .storage with Cloud Service Providers.
</td>
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<tr>
<td>6.</td>
<td>Non-disclosure</td>
<td>
☒ Non-disclosure agreement template can be provided by Cloud Service Provider

☒ Cloud Service Provider may user customer's NDA (pending legal review)
</td>
<td>———</td>
</tr>
<tr>
<td colspan="4">Provider Performance</td>
</tr>
<tr>
<td>7.</td>
<td>Availability</td>
<td>
The committed network uptime is:
☒ <u>99</u> %
☐ Varies according to price plan

The committed system uptime is:
☒ <u>99</u> %
☐ Varies according to price plan

The cloud environment has the following single points of failure:
☐ _____
☒ none
</td>
<td>———</td>
</tr>
<tr>
<td>8.</td>
<td>BCP / DR</td>
<td>
☒ Disaster recovery protection
☐ Backup and restore service
☒ User selectable backup plans
☐ Escrow arrangements
☐ RPO _____
</td>
<td><u>Starhub is our cloud hosting provider.</u></td>
</tr>
</table>

Cloud service provider disclosure

		☐ RTO _____ ☐ 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: _____ ☐ Virtual machine instance failure Liability: _____ ☐ Migrations Liability: _____ ☐ Unscheduled downtime Liability: _____ ☐ Database failure Liability: _____ ☐ Monitoring failure Liability: _____	<u>Not specified by customer in this service here. We will ensure the maximum up time accordingly to the 99% uptime as provision by StarHub Argonar.</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: ☒ 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	———
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: _____	
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: 9am to 6pm ☐ After office hours support, please specify the hours of operations: _____ ☐ Service response time: _____ The following are available to users upon request: ☐ 24 x 7 ☐ Permanent access to audit records of customer instances ☒ Incident management assistance Incident response time: 4 hrs Mean time to repair on detection of faults: 8 hrs	____
13.	**Billing**	The following billing modes are available (please elaborate granularity of charges and measurement): ☐ Pay per usage _____ (up to per min/hour/day/month for compute/storage for IaaS/PaaS, and per user per hour/day/month/yuear for SaaS) ☐ Fixed pricing _____ (up to yearly/monthly/daily) ☒ Other pricing model Customisation	Based on customer needs and quotation

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		☐ Not disclosed ☐ Available billing history: _____ Months	
14.	Data portability	Importable VM formats: _____ Downloadable formats: _____ Supported operating systems: <u>Windows OS</u> Language versions of support operating systems: _____ Supported database formats: _____ API: ☒ Common ☐ Customised Upon service termination, data is available through: ☐ Physical media ☐ Standard methods as described above ☒ Other methods <u>As requested by the customer</u>	_____
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>50</u>	_____
16.	User management	☐ Identity management ☒ Role based access control ☐ Federated access model ☐ Integration with Identity management solutions ☐ Other_____	_____
17.	Lifecycle	The cloud user may select the following for service upgrades and changes: ☐ Automatic provisioning ☒ User customisable provisioning	_____
Security Configurations			

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18.	Security configuration enforcement checks	Security configuration enforcement checks are performed: ☒ Manually ☐ Using automated tools How often are enforcement checks being performed to ensure all security configurations are applied? _____	_____
19.	Multi-tenancy	☐ Distinct physical hosts ☐ Distinct physical network infrastructure ☐ Virtual instance grouping ☐ Using automated tools	Starhub is our cloud hosting provider.
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 p computing resources _____ ☐ Minimum additional capacity guaranteed per account _____ (number of cores of GB memory)	Starhub is our cloud hosting provider.
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 ☐ Maximus usable IPs _____ ☐ Load balancing ports _____ ☐ Load balancing protocols _____ ☐ Anti-DDOS protection systems or services ☐ Defence-in-depth mechanisms, please specify: _____	Starhub is our cloud hosting provider.

		☐ Network traffic isolation, please specify: _____ ☐ Shared or dedicated bandwidth, please specify: _____ ☐ QoS traffic control services ☐ 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 ☐ Maximus storage capacity for entire cloud, please specify: _____ ☐ Maximus storage capacity for single user, please specify: ☐ Maximus expandable storage, please specify: _____ 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 _____	<u>Starhub is our cloud hosting provider.</u>