Annex A (Normative)

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

Company name	Ribose Group Inc.
Primary address	Suite 1111, Central Building, 1 Pedder Street, Central, Hong Kong
Web address	http://www.ribose.com
Contact name	Ronald Tse
Contact email	tse@ribose.com
Contact number	+852 3976 3976

Certification Body Contact Information

Company name	BSI Group Singapore Pte Ltd
Web address	http://www.bsigroup.com
Contact name	Jason Kong
Contact email	jason.kong@bsigroup.com
Contact number	+65 6270 0777 (ext. 120)

Cloud Service Provider Background

Overview of service offering

The organizaton provides "collaboraton as a service" (CaaS) cloud services.

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

Annex A
(Normative)

Cloud service provider disclosure

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: 3rd-party certifications
- ☐None

Regulators recognized by Singapore law have 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: 3rd-party certifications
- ☐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 Organization)

Remarks

The user may audit third-party certifications upon request. Compliance with applicable standards and third-party certifications include: ISO 27001, ISO 22301, CSA STAR, CDSA CPS, PAS 99 and MTCS SS 584.

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: _____

Remarks

Others include: CDSA CPS, MTCS SS 584, Hong Kong Privacy Ordnance, United Kingdom Data Protection Act, US-EU Safe Harbor Framework, US-Swiss Safe Harbor Framework

DATA CONTROL

3. Data ownership

All data on the cloud service is owned by the cloud user except for:
general attributes of cloud usage

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: _____

Remarks

4. Data retention

Data deleted by the user is retained as follows:

- ■Minimum data retention period is: 30
- ■Maximum data retention period is: 90
- ☐Deleted immediately

Log data is retained for a period of:

- ■Minimum data retention period as follows: 30
- ■Maximum data retention period is: 90
- ☐Not retained

User data is retained for a period of:

- ■Minimum data retention period is: user-specified
- ■Maximum data retention period is: user-specified
- ☐Not retained

The following types of data are available for download by the cloud user:

- ■Log data
- ■Other: all user content

Remarks

Log data includes audit and access logs. User data is retained until the user specifies to delete user data.

5. Data sovereignty

The primary data locations are:

☐Singapore _____

☐Asia Pacific _____

☐Europe _____

■United States

☐Other _____

The backup data locations are:

☐Singapore _____

☐Asia Pacific _____

☐Europe _____

■United States

☐Other _____

Number of countries in which data centers are operated in: _____

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: _____

☐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 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.

Remarks

Annex A
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Cloud service provider disclosure

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)

Remarks

Annex A
(Normative)

Cloud service provider disclosure

PROVIDER PERFORMANCE

7. Availability

The committed network uptime is:

■Static: 98 %

☐Varies according to price plan

The committed system uptime is:

■Static: 98 %

☐Varies according to price plan

The cloud environment has the following single points of failure:

☐Failure points are: _____

■None

Remarks

98% committed uptime for Free plan.

8. BCP / DR

■Disaster recovery protection

■Backup and restore service

☐User selectable backup plans

☐Escrow arrangements

☐No BCP / DR is available

■RPO: 1 hour

■RTO: 3 hours

☐Others, please specify: _____

Remarks

Ribose has established a BCMS that is ISO 22301 certfed.

9. Liability

The following terms are available for the users on failure of the provider to meet the service commitment:

☐Network failure

Liability: N/A for current pricing plan

☐Infrastructure failure

Liability: N/A for current pricing plan

☐Virtual machine instance failure

Liability: N/A for current pricing plan

☐Migrations

Liability: N/A for current pricing plan

☐Unscheduled downtime

Liability: N/A for current pricing plan

☐Database failure

Liability: N/A for current pricing plan

☐Monitoring failure

Liability: N/A for current pricing plan

Remarks

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

Remarks

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: User accounts

Remarks

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: 0830-1730 M-F
- ■After office hours support, please specify the hours of operations: All non-working hours
- Service response time: 1 hour

The following are available to users upon request:

- ■Permanent access to audit records of customer instances
- ■Incident management assistance
- Incident response time: 1 hour
- Mean time to repair on detection of faults: 3 hours

Remarks

Non-working hours include: 1730-0830 M-F, whole day for Saturday/Sunday/Hong Kong public holidays.

13. Billing

The following billing modes are available (please elaborate granularity of charges and measurement):

■Pay per usage storage (up to per min/hour/day/month for compute/storage for IaaS/PaaS, and per user per hour/day/month/year for SaaS)

☐Fixed pricing _____ (up to yearly/monthly/daily)

■Other pricing model: Free of charge

☐Not disclosed

Available billing history: N/A months

Remarks

14. Data portability

Importable VM formats: N/A

Downloadable formats: JSON/XML

Supported operating systems: N/A

Language versions of supported operating systems: N/A

Supported database formats: N/A

API:

☐Common _____

☐Customized _____

Upon service termination, data is available through:

☐Physical media

■Standard methods as described above

☐Other methods _____

Remarks

Data can be exported via JSON/XML formats.

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: 1000

Remarks

16. User management

■Identity management

■Role based access control

☐Federated access model

■Integration with Identity management solutions

☐Others: _____

Remarks

Supports OpenID signin.

17. Lifecycle

The cloud user may select the following for service upgrades and changes:

■Automatic provisioning

☐User customizable provisioning

Remarks

Upgrades are planned and customers are notified in advance.

SECURITY CONFIGURATIONS

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?

On changes to machine configuration as well as periodic intervals.

Remarks

19. Multi-tenancy

☐Distinct physical hosts

☐Distinct physical network infrastructure

☐Virtual instance grouping

■User definable security domains

☐User customizable firewall

■User definable access policies

Remarks

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)

Remarks

Prefer customer to provide 1 week notice for large scaling requests.

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 _____

■Load balancing ports _____

☐Load balancing protocols _____

■Anti-DDOS protection systems or services

☐Defense-in-depth mechanisms, please specify:

_____

■Network traffic isolation, please specify:

Production and testing environments are isolated

☐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 _____

Remarks

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 centers belonging to the same cloud

■Storage traffic isolation, please specify: dedicated storage service over HTTPS

☐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: 5 GB per space (free plan)

☐ Maximum expandable storage, please specify: _____

☐Alerts to be sent for unusual high usage

☐Minimum storage I / 0 performance during peak periods _____

☐Minimum period to scale up storage I / 0 throughput _____

Remarks

Storage elasticity and related functionality provided by IaaS provider. A "Space" is a generic data and application container that allows multiple parties to collaborate on a common topic. The free plan allows a user to create multiple Spaces.