Microsoft

Building Trust
Comply, Control, Protect

Moving information to the cloud requires trust. At Microsoft, we earn your trust by offering enterprise cloud services (Azure, Dynamics CRM Online, and Office 365) that help you **comply** with regulatory obligations, **control** and **protect** your data, and we are **transparent** about what happens to your data in our enterprise cloud.

COMPLY Microsoft enterprise cloud helps you meet your regulatory compliance obligations.

We incorporate privacy by design.

– **We adhere to international privacy standards,** committing to keep your data private and secure while in our enterprise cloud. Beyond offering robust privacy controls, our enterprise cloud services meet the key standards governing cloud security and privacy. In fact, Microsoft is the first major cloud provider to have incorporated the new standards for protecting personal information stored in the cloud (ISO 27018).

– **Collaboration with data protection authorities.** We work closely with data protection authorities, incorporating their feedback into our approach to cloud services. Our enterprise cloud services contracts have been validated by all 28 European Union (EU) Member States as meeting the rigorous EU privacy standards for international transfer of customer data. You can feel confident our enterprise cloud services meet the strictest data protection requirements.

We enable compliance in regulated sectors, by designing our enterprise cloud solutions to meet the heightened data protection needs of customers dealing with sensitive personal information and we subject our solutions to rigorous independent third party audits.

– **Healthcare.** We worked with health industry experts to develop our cloud services and contracts to satisfy the compliance requirements of health industry customers.

– **Financial services.** We collaborated with customers and banking regulators to develop targeted financial services offerings that enable financial services companies using our enterprise cloud services to comply with their specific regulatory and oversight requirements.

– **Education.** We lead the industry in advocating for restrictions on use of student data for advertising purposes. We called for an industry commitment to limit such uses of student data and are proud to be a charter signatory to the K-12 Student Privacy Pledge.

CONTROL You have the right to control your data in our enterprise cloud.

As an enterprise customer, you control your data. Our cloud services allow you control over access to your data. We offer enterprise customers a regional approach to where their data is stored.

Hybrid solutions. Microsoft offers you flexibility for your operating environment with public cloud, hybrid, and private hosted cloud options. Our offerings allow you choice and control over where to store your data.

No advertising use. Our enterprise cloud services do not use your data for advertising purposes, only to provide or improve the service (e.g., troubleshooting, protect against malware).

Engineering. Microsoft enterprise cloud services are designed, built, and operated to provide you control with world-class privacy features like Data Loss Prevention (DLP), Rights Management Services (RMS), and access controls that help you manage your level of data risk.

Ownership. We believe the data you create and store in our cloud services is your property and that you have a right to be notified if the government demands it. Microsoft uses appropriate measures to redirect, and if legally possible, notify you of such requests, and fights for transparency of government demands and disclosures.

Microsoft will not disclose customer data to any government (or third party) unless compelled to do so by a valid legal demand. We believe governments must follow established legal processes and have challenged government enforceability of a U.S.-issued search warrant seeking customer's data stored exclusively in the EU. We stand behind our beliefs by protecting customer data in the cloud through all legal processes—from broader policy initiatives to litigation.

PROTECT   Microsoft is committed to protecting your data in our enterprise cloud.

Physical security. We believe in a starting point of zero access to your data, and adhere to tight controls if limited access were required for support purposes. Our cloud data centers are physically constructed, managed, and monitored to protect data from unauthorized access with fences, guards, background checks, biometric access controls, security training, and more. To help protect your data, we use the equivalent of a hard disk shredder when disposing of servers.

Technical security. We engineer firewalls, network isolation, and other safeguards to restrict access to your data (e.g., Active Directory's logical isolation of customer data, lock box role-based access controls that grant temporary privileges subject to appropriate verifications, multi-factor authentication tools).

Business continuity. Within your selected geography for data storage, we employ data recovery procedures that allow transfer of your data for redundancy, allowing for business continuity in case of a disaster.

Encryption. We offer a wide range of data encryption capabilities across our enterprise cloud services. We use best-in-class cryptography and continue to enhance our encryption infrastructure with advanced cryptography such as "Perfect Forward Secrecy" (PFS) protection that prevents compromise of communication messages.

Cybersecurity. We are at the forefront of combatting cybersecurity threats, highlighted by our Digital Crimes Unit (DCU) that tackles cybercrime and malware through product features and working with law enforcement to shut down cybercriminals. Our DCU helps remove criminal control of botnets and machines, and helps identify potentially infected machines and provide customers notice of "at risk" devices as part of our Azure Active Directory Premium services.

We are transparent about what happens with your data while it is in our cloud services.

Microsoft wants to help you reap the benefits of the cloud for your business and our Trust Centers allow enterprise customers to find where their data is stored and who has access.

RESOURCES

Microsoft online services terms

Trust Centers: Find a wealth of information on Microsoft's cloud services, including detail on service levels, and technical details on our privacy and security measures.

Azure Trust Center
Office 365 Trust Center
Dynamics CRM Trust Center

Protecting Customer Data: Get the news and numbers on government demands for customer data:

Microsoft's challenge of a U.S. search warrant case
Law Enforcement Requests Report
U.S. National Security Orders Report
Transparency on U.S. government request for customer data

Microsoft Leading on the Issues: Microsoft's General Counsel, Brad Smith, and other executives, set out Microsoft's view of legal, public policy, and citizenship topics relating to Microsoft's approach to cloud trust. Visit our blog for the latest news:

Leading government surveillance reform
Protecting customer data from government snooping
Success in protecting customer rights (challenging the NSA)
Leading student privacy: Microsoft leading the industry
Leading in adopting the First International Cloud Privacy Standard
EU privacy authorities validates of Microsoft's model clauses

WAS THIS USEFUL?
CLICK TO LET US KNOW!

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