



Building Trust

Microsoft Cloud Services



At Microsoft, we earn your trust by offering enterprise cloud services that are based on four foundational principles of security, privacy and control, compliance and transparency.

Compliance

Microsoft enterprise cloud helps you meet your regulatory compliance obligations.

We lead the industry in pursuing compliance with the latest standards for data privacy and security. We invest heavily in the development of robust and innovative compliance processes to enable your organization's compliance.

- **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 became the first major cloud provider independently verified as meeting the world's first international standard for cloud privacy (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 regulators to develop unique compliance offerings that enable our banking, capital markets, and insurance customers to meet their specific regulatory needs 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.

Privacy & Control

You are in control of your data in our enterprise cloud.

As an enterprise customer, you control your data. Our cloud services allow you control over access to, and sharing of, 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).

Privacy features. 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.

Microsoft will not disclose customer data to any government (or third party) unless compelled to do so by a valid legal demand.

- 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. We redirect, and if legally possible, notify you of such requests, and fight for transparency of such demands.
- We believe governments must follow established legal processes and have challenged in court government enforceability of a U.S. search warrant seeking customer data stored 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.

Security

Your data is protected by strong security and state of the art industry technology.

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.

Platform security. We utilize hardened operating systems and defense-in-depth strategy to protect platforms and data, including firewall protection, secure multi-tenant architecture, network isolation, penetration testing, and security monitoring, logging and threat protection.

Encryption. We encrypt all data in transit between you and our data centers, using best-in-class cryptography including "Perfect Forward Secrecy" (PFS). We encrypt data in transit between data centers and use built in tools and provide access to further encryption capabilities for stored data.

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.

Cybersecurity. We are at the forefront of combatting cybersecurity threats, highlighted by our Digital Crimes Unit (DCU) that uses big data technology, cutting edge forensics and investigative work, and legal action and collaboration with law enforcement to shut down cybercriminals. The intelligence from our DCU operations in removing criminal control of botnets and machines, and identifying malware infected IP addresses is built back into our products, such as our Azure Active Directory Premium services.

Transparency

You have visibility into how your data is being handled and used.

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

You will have a clear, plain-language explanation of how Microsoft uses, manages and protects your organization's data. We believe that you should have visibility into where your data is stored in an ever-expanding network of data centers around the globe. Microsoft wants to help you reap the benefits of the cloud for your business and our Trust Centers allow enterprise customers to get visibility into processes, policies and practices.