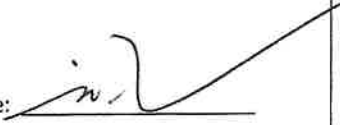# Annex A
(normative)
Cloud service provider disclosure

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: KINGSOFT CLOUD PTE.LTD.

Primary address: 138 Market Street #13-04, CapitaGreen, Singapore 048946

Web address: https://en.ksyun.com/

Contact name: Chris Liu

Contact number: +65 9151 8606

MTCS Certificate Number MTCS 746252

Company Chop _____ UEN: 201923030G _____ Company Representative Signature: _____

Certification Body Contact Information

Company name: BSI Group Singapore Pte Ltd.

Web address: http://www.bsigroup.com

Contact name: Mary Ann de Jesus

Contact email: Maryann.Dejesus@bsigroup.com

Contact number: +65 6270 0777

Company Chop: _____ Lead Auditor Signature: David Wu

Cloud Service Provider Background

Overview of service offering:

The provision of Kingsoft cloud Computing Services (IaaS and PaaS), including Kingsoft Cloud Elastic Compute (KEC), Kingsoft Cloud Container Engine (KCE), Elastic Physical Compute(EPC), GPU Elastic Compute(GPU), Elastic IP(EIP), Server Load Balancing(SLB), Network Address Translation(NAT), Virtual Private Cloud(VPC), Peering, VPN connections(VPN), Kingsoft Cloud Standard Storage Service(KS3), Elastic Block Storage(EBS), Content Delivery Network(CDN), Kingsoft Cloud Relational Database Service(KRDS), Kingsoft Cloud MapReduce(KMR)

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 standards ☐ Technical controls ☐ Policies and governance ☐ Data centre facilities ☒ Others Based on the terms of the contract with the user，and users can audit any cloud resource within their control ☐ None Regulators recognised 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_____	
		☐ 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 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 See Remarks_____	In addition, Kingsoft Cloud is compliant with -ISO/IEC 27018 -ISO/IEC 27017 -ISO 22301
Data Control			
3.	Data ownership	All data on the cloud service is owned by the cloud user except for: None_____ 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 : None_____	

4.	Data retention	Data deleted by the user is retained as follows: ☐ Minimum data retention period is: _____ ☐ Maximum data retentionperiod is: _____ ☒ Deleted immediately Log data is retained for a period of: ☐ Minimum data retention period as follows: _____ ☐ Maximum data retention period is: _____	The users have absolute control over their data. In general, They can choose to delete the data at any moment, and Kingsoft Cloud will delete them immediately. So it is users' responsibility to define the retention period of user data.

		☐ Not retained User data is retained for a period of: ☐ Minimum data retention period is: _____ ☐ Maximum data retention period is: _____ ☐ Not retained The following types of data are available for download by the cloud user: ☐ Log data ☒ Other : <u>user account information</u>	
5.	Data sovereignty	The primary data locations are: ☒ Singapore ☒ Asia Pacific <u>China</u> ☐ Europe_____ ☐ United States ☐ Other_____ The backup data locations are: ☐ Singapore ☐ Asia Pacific_____ ☐ Europe_____ ☐ United States ☐ Other _____ No. of countries in which data centres are operated: <u>5</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: _Unless users transfers the data to another location ☐ No	Every data center of Kingsoft Cloud is independent. Users can choose to purchase resources from multiple data centers to form a backup mechanism.

		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.*	
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)	
Provider Performance			
7.	Availability	The committed network uptime is: ☐ _____ % ☒ Varies according to price plan The committed system uptime is: ☐ _____ % ☒ Varies according to price plan The cloud environment has the following single points of failure: ☐ _____ ☒ none	The committed performance varies according to each individual cloud product's service level agreement (SLA), subjected to exclusions specified in the relevant SLA. https://endocs.ksyun.com/documents/5149
8.	BCP / DR	☒ Disaster recovery protection ☒ Backup and restore service ☒ User selectable backup plans ☐ Escrow arrangements ☐ No BCP / DR is available RPO_____ RTO_____	Kingsoft Cloud provides data backup service for users, and they would decide their RPO by setting data backup frequency, etc. Users' RTO depends on users' own BCP. More information about Kingsoft Cloud's BCM as follow. https://endocs.ksyun.com/documents/37238

		☐ 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:_____	Each cloud service has its own compensation mechanism, as detailed in "3.Compensation Scheme" in each of the cloud service's SLA. https://endocs.ksyun.com/documents/5149
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: _____ ☐ After office hours support, please specify the hours of operations: _____ Service response time: __24x7_____ The following are available to users upon request: ☐ Permanent access to audit records of customer instances ☒ Incident management assistance Incident response time: __24 X 7_____ Mean time to repair on detection of faults: _____	Kingsoft Cloud typically responds to customer incident requests and assists customers in locating and resolving issues. Kingsoft Cloud will handle problems within the scope of Kingsoft Cloud's responsibilities with 7*24 hours, but users are also aware that problems on the cloud service may also originate from the their own applications, at which point Kingsoft Cloud will not be able to determine when the problem is fixed.
13.	Billing	The following billing modes are available (please elaborate granularity of charges and measurement): ☒ Pay per usage up to day for compute/storage/flow____(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/mothly (up to yearly/monthly/daily) ☐ Other pricingmodel_____	

		☐ Not disclosed ☐ Available billing history:_____ Months	

14.	Data portability	Importable VM formats: _RAW、VHD、QCOW2、和 VMDK_
		
		Downloadable formats: _QCOW2_____
		
		Supported operating systems: _windows/centos/ubuntu/fedora/debian_
		
		Language versions of supported operating systems:
		
		English_____
		
		Supported database formats: _MySQL,MongoDB,Redis_____
		
		API:
		
		   ☒ Common _OpenAPI_____
		
		   ☐ Customised _____
		
		Upon service termination, data is available through:
		
		   ☐ Physical media
		
		   ☒ Standard methods as described above
		
		   ☐ Other methods _____
			Kingsoft Cloud has already published the detailed API information on the official website.
			
			https://en.ksyun.com/

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: _____
			KEC supports the IPV6.

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	

		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 al security configurations are applied? Twice per week _____	
19.	Multi-tenancy	☐ Distinct physical hosts ☐ Distinct physical network infrastructure ☒ Virtual instance grouping ☒ User definable security domains ☒ User customisable firewall ☒ User definable access policies	
		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)	
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_____ ☐ Maximum usable IPs _____	

		☐ Load balancing ports _____ ☒ Load balancing protocols https,http,tcp,udp _____ ☒ Anti-DDOS protection systems or services ☒ Defence-in-depth mechanisms, please specify: _____ ☒ 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	Kingsoft Cloud has adopted a series of security measures to ensure the security of cloud services, the following link shows more details: https://endocs.ksyun.com/documents/37238
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: Cloud Disk _____ ☒ Shared or dedicated storage network bandwidth, please specify: Shared _____ ☒ Quality of service storage traffic control services ☐ Maximum storage capacity for entire cloud, please specify: _____ ☐ Maximum storage capacity for single user, please specify: _____ ☐ Maximum expandable storage, please specify: _____ ☒ Alerts to be sent for unusual high usage	

		☒ Minimum storage I / O performance during peak periods The IOPS provided per G of memory is 1200 ☐ Minimum period to scale up storage I / O throughput	