



Microsoft Cloud
Privacy Overview

There is a misconception that cloud solutions can create insurmountable challenges to the enterprise customer in the areas of privacy and security. On the contrary, if a customer chooses its cloud vendor carefully, the appropriate cloud solution can represent an opportunity to improve the privacy and security of customer data while maintaining compliance with laws and regulations.

Microsoft has been providing cloud services for years and has consistently worked to understand customers' concerns and requirements in order to develop solutions that include robust privacy and security features. Microsoft's enterprise cloud services — Office 365, Dynamics CRM Online and Windows Azure — incorporate industry leading privacy protection, security safeguards and regulatory compliance features, because we prioritize the privacy, security and compliance needs of our customers.

We have also worked closely with data protection authorities and incorporated their feedback into our approach, described below, which enables customers to utilize our cloud services with confidence.

We maintain a high level of data security. No other cloud provider offers the breadth of trust features we do across cloud platforms. For example, we meet or exceed ISO 27001, a security certification that sets out a series of physical, process and management controls. We have built many additional security and privacy controls into our ISO 27001 program¹. In addition, we physically and logically separate our enterprise cloud services and the systems that run them from our consumer online services.²

We commit to use customer data ONLY to provide the service; not for advertising.

Microsoft's enterprise cloud services use customer data only to provide and maintain the services for the customer. Customers need to know what rights their cloud vendor claims over customer data; for example, whether the cloud vendor reserves for itself the right to use or mine the data for its own purposes. Microsoft's commercial cloud services don't use customer data for any marketing or advertising purposes.³

¹ [Office 365 mapping of CSA Security, Compliance and Privacy Cloud Control Matrix requirements](#)

² [Security, privacy, and compliance information for Office 365 and Dynamics CRM. How We Use Your Data](#)

³ [Security, privacy, and compliance information for Office 365 and Dynamics CRM. How We Use Your Data](#) and [Windows Azure Privacy Statement](#)

We design our solutions to meet customer compliance needs. A compelling differentiator for Microsoft is our approach to compliance. For example, in order to offer a business associate agreement (BAA) to address U.S. healthcare privacy and security requirements, Microsoft convened experts from the academic, public and private sector in a joint effort that resulted in crafting a BAA that was satisfactory for a variety of regulated entities, including universities and health systems.⁴ Likewise, Microsoft has collaborated with customers and banking regulators to enable financial services enterprises using our cloud services to comply with important regulatory access and oversight requirements.

We support the EU Model clauses. EU data protection law prohibits transfer of EU customer personal data to countries outside the EEA⁵ unless there are adequate protections for that data. Microsoft provides a contractual commitment to the processes and protections in our online services in the form of a data processing agreement including contractual terms approved by the EU known as the Model Clauses. Our customers can take comfort that, by signing EU Model Clauses with Microsoft to assure adequacy for the purposes of EU data protection law, they have the strongest commitment available in the industry regarding data transferred from within the EU.

We seek independent third party audit and certification. We obtain independent third party audits and certifications⁶ so users can trust that our services are designed and operated with stringent safeguards.

We are transparent. Through our Trust Centers for Office 365, CRM Online and Azure, we provide easy to understand information about where customer data is stored, who can access it and the identity of our sub-contractors that may handle personal data. Customers can sign up to receive notifications⁷ to changes to geographic data flow information. For further information regarding Microsoft's commitments to cloud security, privacy, and compliance transparency, visit the [Microsoft Office 365 Trust Center](#), the [Windows Azure Trust Center](#), the [Microsoft Dynamics CRM Trust Center](#), and the [Microsoft Services Trust Center](#).

⁴ [McNickle, Michelle. "Office 365 Boasts HIPAA-Compliant Messaging System." *InformationWeek* <http://www.informationweek.com/security/risk-management/office-365-boasts-hipaa-compliant-messaging-system/d/d-id/1106965?>](http://www.informationweek.com/security/risk-management/office-365-boasts-hipaa-compliant-messaging-system/d/d-id/1106965?)

⁵ [European Economic Area](#)

⁶ [Security, audits and certifications for Office 365 and Dynamics CRM Online](#) and [Technical Overview of the Security Features in the Windows Azure Platform](#)

⁷ [Security, privacy, and compliance information for Office 365 and Dynamics CRM. Where is my data?; Technical Overview of the Security Features in the Windows Azure Platform](#)