

Ask Your Cloud Provider About Compliance

Faced with rapid globalization and adoption of new technologies and modes of data transmission, governments and industries are focused on securing both national and business interests in the age of cloud computing. Policy-makers are racing to bring international standards governing IP and data sovereignty into the current century. Technology leaders are working with governments to develop security and privacy protocols to manage an ever-changing landscape of data security challenges. In the world of enterprise cloud computing, staying

compliant in a sea of regulations while advancing your business is a key priority. When you select a cloud provider, you're not just choosing a service; you're entrusting them with your data—and you're depending on them as a partner to help you meet your compliance obligations. That's why at Microsoft, compliance is a key principle in our Trusted Cloud commitment to our customers. Whether you're evaluating your company's current compliance posture or vetting a potential cloud service provider, here are the questions to have answered.

Standards and Regulations

Are your cloud services compliant with all applicable laws and regulations?

Microsoft stores and manages customer data in compliance with applicable laws, regulations, and key international standards to help you meet your obligations. Our enterprise cloud services are independently validated through third-party audits, continual self-assessment, and legal oversight.

Do your enterprise cloud solutions meet government standards for regulated sectors?

Microsoft enables compliance in regulated sectors by designing in-scope cloud solutions to meet the heightened data protection needs of customers dealing with sensitive personal information. Our technologies support hundreds of controls that enable customers to meet complex standards and requirements such as ISO 27001 and 27018; SSAE 16 (SOC 1 and SOC 2); EU Model Clauses; HIPAA/HiTrust, including BAAs; FedRAMP; and PCI DSS.

Reporting

Can I access your compliance reports to share with my auditors?

The Microsoft Trust Center provides visibility into how our enterprise cloud services are designed, developed, deployed, and managed. Our products and services are independently audited. We're transparent on many levels—from how we handle legal demands for your customer data to the security of our code. In addition, contracted enterprise and government customers can opt in to the Service Trust Portal (STP) to obtain many compliance reports and attestations; compliance information in the STP covers Office 365 for business, Microsoft Azure, and Dynamics CRM Online. National governments not currently contracted may also enroll in the Government Security Program (GSP).

Audits and Access

Can my auditors audit your data centers?

Our certifications and attestations, such as FedRAMP and SOC 1, 2, and 3, accurately represent how we obtain and meet our security and compliance objectives, and they serve as a practical mechanism to validate our promises. To ensure that Microsoft maintains scalability and operational security in enterprise cloud services, customers wanting a site audit may tour a select set of fully owned data centers. Businesses in highly regulated sectors (such as global banking) with specific data center audit requirements may set up a paid plan for compliance visits.

How is access to enterprise data by your employees or third parties controlled and audited?

The operational processes and controls that govern access to and use of customer data in the Microsoft Cloud are regularly verified by accredited audit firms. These firms and Microsoft regularly perform audits to attest that access controls meet rigorous cybersecurity regulations. Strong controls and authentication, including the use of background checks, least privilege, and multi-factor authentication, help limit access to customer data to authorized personnel only.

In a mobile-first, cloud-first world, compliance matters. At Microsoft, we never take your trust for granted, and you can depend on the largest portfolio of compliance standards and certifications in the industry. We'll help you meet your obligations with the attestations and authorizations you need to protect and advance your business.

References

Microsoft Trusted Cloud: Visit our website at www.microsoft.com/trustedcloud

Microsoft Trust Center: Your privacy policy center: www.microsoft.com/trustcenter

Service Trust Portal: Deep information about security, compliance, and privacy: trustportal.office.com

Protecting Customer Data: Up-to-date national news: www.microsoft.com/transparencyhub

Terms of use of Microsoft's Online Services: aka.ms/microsoftonlineserviceterms

Microsoft on the Issues blog, featuring Brad Smith and other Microsoft executives: blogs.microsoft.com/on-the-issues