

Compliance

International Authority

Product Documentation



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ISO 9001 Certification

Transformed from the world's first quality management system BS 5750 (developed by BSI), ISO 9001 is a globally recognized quality management framework. As a systematic guide and standard for guaranteeing the product quality and operations of companies, it takes care of the whole process of products and services from planning and implementation to improvement and operation, ensuring that customer needs and applicable laws and regulations are met.

By using a quality management system, you can effectively and efficiently achieve the expected quality goals. You should take corrective and preventive measures and continuously improve the effectiveness of the quality management system based on the review and management of the system. This process is fundamental to the development of your business.

ISO 20000 Certification

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ISO20000 is derived from the BSI15000 standard, which itself was formulated by the British Standards Institute with regard to IT services management. The said standard dates back to 1995, and underwent several revisions before its current rendition, the ISO20000, a two-part information technology service management standard that has been widely accepted.

The ISO20000 IT Service Management System aims to provide a mode of establishing, implementing, operating, monitoring, evaluating, maintaining and improving IT service management systems; managing IT issues via “standardization of IT services”; as well as categorizing IT issues and identifying the inherent relationship between the issues. Thereafter, based on the service level, to plan, promote, monitor and reinforce communication with customers, in order to help the corporation set up an integrated system that is effective and revolves around the customer.

Tencent Cloud has successfully procured the ISO20000 certificate, the scope of which covers cloud computing, hosting and disaster-preparedness services among others.

ISO 29151 Certification

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ISO/IEC 29151 is an international standard jointly published by the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC). It establishes the control objectives, controls, and guidelines for implementing controls with regard to the processing of personally identifiable information (PII) to meet the requirements identified by risk and privacy impact assessments related to the protection of PII. In December 2020, Tencent Cloud has passed an independent third-party assessment and received ISO/IEC 29151:2017 certification.

1. What does ISO/IEC 29151 certification cover?

Based on ISO/IEC 27002 Information technology - Security techniques - Code of practice for information security controls and relevant ISO security standards, ISO/IEC 29151 provides a series of guidelines for information security and PII protection controls and guides organizations to select controls that are appropriate for the specific processing of PII based on the results of risk analysis, with a view to developing a comprehensive and consistent control system, lowering the risk of privacy leakage, and reducing violations.

2. How does Tencent Cloud meet the requirements of ISO/IEC 29151 certification?

Based on its PII objectives and business needs, Tencent Cloud implements safeguards from the perspectives of regulatory compliance, risk assessment, and corporate policies in compliance with the control requirements of ISO/IEC 29151, including but not limited to implementing security controls throughout the lifecycle of PII from PII creation, collection, storage, use, and transfer to the final disposal (such as secure destruction), assessing and managing risks to PII based on ISO/IEC 29134, and verifying whether risk management and controls are accurately implemented according to ISO/IEC 27018.

3. What does ISO/IEC 29151 certification mean to Tencent Cloud customers?

The award of ISO/IEC 29151 certification demonstrates that Tencent Cloud has developed an appropriate security control system that provides high level of privacy protection controls for user PII in the cloud. To learn more about ISO/IEC 29151 certification received by Tencent Cloud (such as certified IDCs and products), please contact us.

ISO 27001 Certification

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Tencent Cloud has obtained certification for the upgraded ISO27001:2022 information security management system standard.

ISO 27001 is a management system with information assets and business risk management as its core, and it calls for stringent requirements in the establishment, implementation and documentation of a corporation's information security management. The predecessor of the ISO 27001 is the BS 7799 Information Security Management System Standard, which was drafted by the authoritative standards development and international certification provider, BSI. Subsequently, the BS 7799 standard was adopted by the International Organization for Standardization (hereinafter "ISO") and refined as the ISO 27001. The ISO 27001 has since become the most rigorous and recognized - as well as extensively accepted and applied - prevailing global system certification standard in respect of information security.

In recent years, emerging IT technologies have developed rapidly worldwide, bringing along with it new security threats. As such, the ISO organization officially upgraded ISO 27001:2013 to ISO 27001:2022 in 2022, and adjusted the original 114 controls under 14 control domains in the 2013 version to 93 controls under four themes, including "organizational control", "personnel control", "physical control" and "technical control", adding a number of related requirements such as "information security of cloud service use" and "data desensitization". This means that passing the ISO 27001:2022 certification can better reflect the company's commitment to security, indicating that Tencent Cloud has established a scientific and effective management system that can provide users with secure, reliable cloud products and services.

ISO 22301 Certification

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Tencent Cloud is one of the first batch of cloud service providers in China to pass ISO 22301 certification.

ISO 22301 is an international standard for business continuity management systems (BCMS). It provides enterprises with a framework for planning, establishing, implementing, operating, monitoring, reviewing, maintaining and continuously improving documented management systems to enhance their ability to resist various unforeseen interruptions and ensure the continuity of operations and services.

This certification is applicable across all types of industries and organizations, regardless of scale and nature. In addition, it is of particular pertinence to industries that are deemed "high-risk" and those that operate under a strict regulatory regime, including Finance, IT & Communications and Manufacturing. In the course of their business, enterprises are often affected by various internal or external factors, which may even lead to business interruption in severe cases, and unexpected interruptions will cause significant losses to enterprises.

At present, business continuity management has received more and more attention. Taking the financial industry as an example, since the State Council promulgated the national policy "National Financial Emergency Plan" in 2005, business continuity management has gradually been included in the regulatory scope of the financial industry. Financial regulatory authorities have also successively issued a series of regulatory policies, including the "Guidelines for Information Technology Risk Management of Commercial Banks", "Guidelines for the Supervision of Commercial Bank Data Centers", "Guidelines for Business Continuity of Commercial Banks", etc., which provide comprehensive guidance and requirements for the business continuity management of commercial banks.

ISO 27017 Guidelines for Cloud Service Information Security Control Implementation

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ISO 27017:2015 is an international standard issued by the International Organization for Standardization (ISO) in December 2015. It is a practical standard for cloud service information security and offers cloud service providers and customers with guidelines for specific security controls and their implementation. ISO 27017 is a standard based on ISO 27002, and its primary purpose is to provide cloud vendors with security specifications for cloud construction and OPS. The requirements in ISO 27017 consist of the following two parts:

- Requirements in ISO 27002: under the framework of ISO 27002, additional implementation guidelines for 37 controls are proposed.
- Special requirements in cloud environments: outside the framework of ISO 27002, 7 control measures that require special consideration in cloud computing environments are added.

Specificity of ISO 27017:

- On each control, implementation guidelines are provided to cloud service providers and customers respectively, and the roles and responsibilities of both parties are elaborated.
- Based on the requirements in the ISO 27017 standard, Tencent Cloud has established a more comprehensive cloud security management system to improve its overall cloud security service capabilities.

CSA STAR Certification

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The CSA Star, a cloud security assurance rating, is based on the Cloud Control Matrix (CCM) developed by the foremost international and non-profit organization, the Cloud Security Alliance. It satisfies specific cloud computing security sector requirements and is a global certification that targets the characteristics of cloud computing security. At the same time, it is an enhanced edition of the ISO/IEC 27001 Information Security Management System, and renders the problems unique to cloud security in a visual format, providing cloud service providers with an objective evaluation framework with regard to their security control capabilities.

Tencent Cloud has accumulated extensive experience in security issues over the years, and was conferred the CSA Star certification with a gold rating, in September 2016. At the same time, Tencent Cloud procured both the CNAS and UKAS domestic and overseas certification qualifications in relation to information security management system - the first ever cloud service provider to concurrently attain all these qualifications, further reinforcing its status as the pre-eminent cloud service provider in the country.

SOC Audit

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SOC Audit

The System and Organization Controls (SOC) report is an independent audit report for security, availability, and confidentiality control checkpoints of the Tencent Cloud platform. The report provided to you and your auditors will be adjusted according to the types of attestation services in order to meet specific needs.

SOC reports are a series of reports related to internal controls of a service organization issued by professional third-party accounting firms in compliance with the applicable guidelines of the American Institute of Certified Public Accountants (AICPA).

- Based on AT-C Section 320 in AICPA Statement on Standards for Attestation Engagements No. 18 (SSAE No. 18), Tencent Cloud SOC 1 report is issued for the control environment of the Tencent Cloud service system, which is related to the internal controls over your financial statements.
- Based on AT-C Section 205 and TSP Section 100 (2017 version) in AICPA SSAE No. 18, Tencent Cloud SOC 2 and 3 reports are independent reports assessing the adequacy of the controls and design related to the security, availability, and confidentiality of the Tencent Cloud service system.

AICPA released the latest 2017 version of the trust services criteria in April 2017 and specified that during the transition period of the new criteria (from April 15, 2017 to December 15, 2018), service providers could choose whether to follow the latest 2017 version or the legacy 2016 version of the criteria. As a leading cloud service provider, Tencent Cloud adopted the 2017 version of the trust services criteria during the SOC audit in 2017, becoming the first provider in China to follow the 2017 version.

The SOC reports can provide Tencent Cloud users with valuable information to evaluate and resolve risks related to the service organization:

- SOC 1 report: Tencent Cloud user organizations and their independent auditors can evaluate major misstatement risks of their financial statements based on the SOC 1 report and their internal controls.
- SOC 2 report: Tencent Cloud user organizations, independent auditors, regulators, shareholders, and other stakeholders can evaluate the design adequacy and operational effectiveness of Tencent Cloud's internal controls (covering security, availability, process integrity, confidentiality, and privacy) based on the SOC 2 report.
- SOC 3 report: it is a part of the SOC 2 report. The SOC 3 report offers a brief introduction to Tencent Cloud's products and service system and allows corporate clients to learn about Tencent Cloud's internal controls.