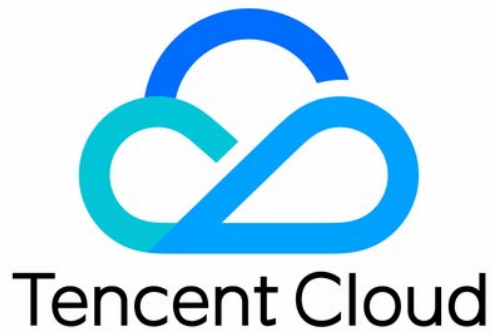


Anti-DDoS

Product Policy

Product Documentation



Copyright Notice

©2013-2024 Tencent Cloud. All rights reserved.

Copyright in this document is exclusively owned by Tencent Cloud. You must not reproduce, modify, copy or distribute in any way, in whole or in part, the contents of this document without Tencent Cloud's the prior written consent.

Trademark Notice

 Tencent Cloud

All trademarks associated with Tencent Cloud and its services are owned by Tencent Cloud Computing (Beijing) Company Limited and its affiliated companies. Trademarks of third parties referred to in this document are owned by their respective proprietors.

Service Statement

This document is intended to provide users with general information about Tencent Cloud's products and services only and does not form part of Tencent Cloud's terms and conditions. Tencent Cloud's products or services are subject to change. Specific products and services and the standards applicable to them are exclusively provided for in Tencent Cloud's applicable terms and conditions.

Contents

Product Policy

Service Level Agreement

Privacy Policy

Data Processing And Security Agreement

Product Policy

Service Level Agreement

Last updated : 2024-07-01 11:43:13

To use Tencent Cloud Anti-DDoS Service (the “Service(s)”), you shall read and comply with this Anti-DDoS Service Level Agreement (the “Agreement” or the “SLA”) and the [Tencent Cloud Service Agreement](#). This Agreement contains the terms and definitions of the Services, service availability/service success rate grade indicator, compensation plans, disclaimer clauses, and other relevant contents. Please be sure to read and fully understand the terms and conditions of this Agreement. Limitation of liability clause, disclaimer clause, and other terms involving your material rights and interests may be highlighted in bold, underlined, etc.

Please do not purchase or use the Services unless you have thoroughly read, fully understood, and accepted all the terms of this Agreement. By clicking “Agree” or “Next”, or purchasing or using the Services, or accepting this Agreement in any other explicit or implicit manner, you are deemed to have read and agreed to be bound by this Agreement. This Agreement shall have legal effect between you and Tencent Cloud and shall become a legally binding document for both parties.

1. TERMS AND DEFINITIONS

1.1 Tencent Cloud Anti-DDoS Service

“Tencent Cloud Anti-DDoS Service” refers to the anti-DDoS service provided by Tencent Cloud for the DDoS advanced package instances and the DDoS advanced IP instances you purchase, subject to the Services you purchase, and the service contents provided by Tencent Cloud.

1.2 Service Unavailability

“Service Unavailability” refers to packet loss rate higher than 20% or TCP connection success rate lower than 30% caused by Anti-DDoS Service system, which is not applicable to the availability of the entire link (e.g. full bandwidth of the customer's source station, computer room failure of the customer's source station, etc.).

1.3 Service Unavailability Minutes

“Service Unavailability Minutes” refers to the sum of unavailability minutes of the Anti-DDoS Service within a Service Month. The Anti-DDoS Service regards each minute as a sampling point, and the sum of sampling points for which the Anti-DDoS Service is unavailable within a Service Month is the sum of Service Unavailability Minutes.

1.4 Service Month

“**Service Month**” refers to each natural month included in the service term of the Services you purchase. For example, if you purchase the Services for three months, and the date of service opening is March 17, then four Service Months are included, of which the first Service Month refers to March 17 to March 31, the second Service Month refers to April 1 to April 30, the third Service Month refers to May 1 to May 31, and the fourth Service Month refers to June 1 to June 16. Service Availability will be accounted separately for each Service Month.

2. Service Availability/Service Success Rate

2.1 Calculation of Service Availability/Service Success Rate

“Service Availability” = (Total minutes within the Service Month – Service Unavailability Minutes) / Total minutes within the Service Month x 100%.

2.2 Service Availability/Service Indicator Standard

The Service Availability of the Services provided by Tencent Cloud shall not be less than 99.9% (the “**Service Availability Standard**”). If the Service Availability Standard is not met (excluding cases covered by disclaimers), you shall be entitled to compensation in accordance with Article 3 of this Agreement.

3. Compensation Plan

For the Services, if the Service Availability is lower than the Service Availability Standard, you shall be entitled to compensation as per the following terms:

3.1 Compensation Standard

1. Compensation will be provided in the form of **vouchers** issued by Tencent Cloud, and you must comply with vouchers usage rules (including usage period, etc., subject to the voucher-related rules published on the website of Tencent Cloud). The vouchers issued cannot be exchanged for cash, or be accompanied by invoices. Such vouchers can only be used to purchase the Services through your corresponding Tencent Cloud account, and cannot be used to purchase other services provided by Tencent Cloud. The vouchers cannot be transferred or gifted, etc.
2. If the Service Availability Standard is not met in a Service Month, **the compensation will be calculated separately according to the corresponding Service Month, and the total amount of compensation shall not exceed the corresponding monthly service fee paid by you for the Services for that respective month** (the “**Monthly Service Fee**”, excluding fees offset by vouchers, coupons, service fee deductions, etc.).

Service Availability within a Service Month	Compensation Voucher Amount
Less than 99.9% but equal to or higher than 99%	10% of Monthly Service Fee
Less than 99% but equal to or higher than 95%	25% of Monthly Service Fee

Less than 95%

100% of Monthly Service Fee

3.2 Time Limit for Claims

(1) If the Service Availability Standard is not met in a Service Month, **you may claim for compensation only through the work order system of your corresponding account** after the fifth (5th) business day of the month following the end of the corresponding Service Month in which the Service Availability Standard is not met. Tencent Cloud will conduct verification after you have filed the claim for compensation. In case of a dispute between the parties regarding the calculation of the Service Availability in the Service Month, **both parties agree that Tencent Cloud's backend records shall ultimately prevail.**

(2) **The latest deadline for you to file a claim for compensation shall not exceed sixty (60) calendar days after the end of the corresponding Service Month that the Service Availability Standard is not met.** If you fail to file a claim for compensation within the aforesaid period, or file a claim after the aforesaid period, or file a claim in a manner other than that agreed in this Agreement, it shall be deemed that you have automatically waived your right to demand compensation and any other claims against Tencent Cloud, and Tencent Cloud reserves the right to decline your claim for compensation and shall not be liable for any compensation or indemnification to you.

3.3 Application Materials for Compensation

If you believe that the Services do not meet the Service Availability Standard, you may initiate a claim for compensation within the time limit set forth in this Agreement. Your claim must be accompanied by at least the following information:

- (1) A detailed event description report.
- (2) Details of date, time, duration and other related details of Service Unavailability, cleaning time or proportion of normal traffic.
- (3) If your claim for compensation is based on abnormal proportion of normal traffic, you should provide snatching documents lasting at least one hour that can clearly prove the existence and quantity of abnormal traffic.
- (4) Other information that Tencent Cloud requests from you for reasonable reasons.

4. DISCLAIMER

For Service Unavailability caused by the following reasons, the corresponding Service Unavailability Minutes do not fall within the scope of the calculation of Service Unavailability and Tencent Cloud's compensation, and Tencent Cloud shall not be responsible for you:

- 4.1 Unavailability or failure to meet the Service Availability Standard due to security threat, fraud or other illegal acts caused by you or your end users to the Services provided by Tencent Cloud.
- 4.2 Unavailability or failure to meet the Service Availability Standard due to the equipment, software or technology of you or any third party (not directly controlled by Tencent Cloud).

- 4.3 Unavailability or failure to meet the Service Availability Standard due to your failure to use the products in accordance with the configuration of Tencent Cloud.
- 4.4 Unavailability or failure to meet the Service Availability Standard due to your breach of any Tencent Cloud product terms.
- 4.5 Unavailability or failure to meet the Service Availability Standard due to your non-payment or arrears.
- 4.6 Unavailability or failure to meet the Service Availability Standard due to severe network operator failure.
- 4.7 Unavailability or failure to meet the Service Availability Standard due to your failure to comply with regulations or illegal use of Tencent Cloud products.
- 4.8 Unavailability or failure to meet the Service Availability Standard due to the problems of various source stations at the back end of the Anti-DDoS Service (such as full bandwidth of the source station, IP exposure of the source station, computer room failure of the source station, link network jitter of the source station, etc.).
- 4.9 Unavailability or failure to meet the Service Availability Standard due to maintenance or upgrade of network, hardware or Services (Tencent Cloud will give you advance notice of the maintenance schedule in accordance with reasonable commercial principles).
- 4.10 Unavailability or failure to meet the Service Availability Standard due to force majeure.
- 4.11 Unavailability or failure to meet the Service Availability Standard due to traffic attack that exceeds the specifications of the Anti-DDoS Service you purchase, resulting in a black hole in IP.
- 4.12 Unavailability or failure to meet the Service Availability Standard not attributed to Tencent Cloud.
- 4.13 The circumstances described in relevant laws and regulations, related agreements, applicable rules, or relevant rules and instructions separately issued by Tencent Cloud that Tencent Cloud can exempt from any liability or release of compensation liability, etc.

5. MISCELLANEOUS

5.1 The parties acknowledge and hereby agree that under no circumstances shall Tencent Cloud's compensation liability for breach of contract in aggregate exceed the corresponding service fees you have paid for the defaulted Services if you suffer damages due to Tencent Cloud's breach of contract during your use of the Services.

5.2 Tencent Cloud reserves the right to modify this Agreement when appropriate or necessary according to any changes. You can refer to the relevant contents in the latest version on the website of Tencent Cloud. If you do not agree with Tencent Cloud's modification to this Agreement, you have the right to stop using the Services. If you continue to use the Services, you shall be deemed to have accepted the modified Agreement.

5.3 This Agreement, as an ancillary agreement of Tencent Cloud Service Agreement, shall have the same legal effect as Tencent Cloud Service Agreement. You shall comply with the provisions in Tencent Cloud Service Agreement for matters not specified in this Agreement. In the event of a conflict or inconsistency between the terms of this Agreement and Tencent Cloud Service Agreement, this Agreement shall prevail, but only to the extent of such conflict or inconsistency.

Privacy Policy

Last updated : 2024-07-01 11:43:28

1. BACKGROUND

This Module applies if you use the Anti-DDoS Service (“Feature”). This Module is incorporated into the privacy policy located at (“[Privacy Policy](#)”). Terms used but not defined in this Module shall have the meaning given to them in the Privacy Policy. In the event of any conflict between the Privacy Policy and this Module, this Module shall apply to the extent of the inconsistency.

2. CONTROLLERSHIP

The controller of the personal information described in this Module is as specified in the Privacy Policy.

3. AVAILABILITY

This Feature is available to users in Brazil, Hong Kong, Indonesia, Japan, Korea, Singapore, Thailand, India, USA, Germany, and Canada.

4. HOW WE USE PERSONAL INFORMATION

Edition	Personal Information	Use	Legal Basis
Anti-DDoS Advanced	<p>Forwarding Configuration Data: Forwarding configuration information (access service domain name, return source target source, access protocol/port, return source target source)</p>	<p>We use this information to ensure that the Feature operates in accordance with your instructions and for billing calculation in respect of your use of the Feature.</p> <p>Please note that this data is stored and backed up in MySQL (“MySQL”) in Singapore.</p>	We process this information as it’s necessary for us to perform our contract with you to provide the Feature.
	<p>Traffic Statistics: Operation</p>	<p>We maintain a log of</p>	

	logs, traffic statistics, attacked data logging.	traffic information to analyse attack postures, security events and deliver user statistic reports for the Feature. Please note that this data is partially stored and backed up in Clickhouse and MySQL in Singapore.	
	<p>Attack Analysis Data: attack name, attacked asset, attack source IP address, attack type, attack time, attack duration, attack peak, instance ID, defense type, attack status and sample analysis package download.</p> <p>Business Analysis Data: business traffic bandwidth, business packet rate, peak inbound traffic, peak outbound traffic, active connections, new connections, peak active connections, peak inactive connections and IP address used for business access.</p>	<p>We use this information to ensure that the Feature operates in accordance with your instructions and for billing calculation in respect of your use of the Feature.</p> <p>Please note that this data is stored and backed up in MySQL in Singapore.</p>	
	<p>Operations Log Data: APPID, UIN, operation time, request ID, product type, operation content, operation result, operator account, operation parameters.</p>	<p>We use this information for troubleshooting, operation and maintenance analysis. Please note that this data is stored and backed up in MySQL in Singapore.</p>	
Anti-DDoS Pro	Binding Data: Binding relation data in respect of the configuration	<p>We use this information to ensure that the Feature operates in accordance with your instructions and for billing calculation in respect of your use of the Feature.</p> <p>Please note that this data is stored and backed up</p>	<p>We process this information as it's necessary for us to perform our contract with you to provide the Feature.</p>

		in MySQL in Singapore.
	Traffic Statistics: Operation logs, traffic statistics, attacked data logging.	We maintain a log of traffic information to determine attack postures and deliver user statistic reports for the Feature.
	Attack Analysis Data: attack name, attacked asset, attack source IP address, attack type, attack time, attack duration, attack peak, instance ID, defense type, attack status and sample analysis package download. Business Analysis Data: business traffic bandwidth, business packet rate, peak inbound traffic, peak outbound traffic, active connections, new connections, peak active connections, peak inactive connections and IP address used for business access.	We use this information to ensure that the Feature operates in accordance with your instructions and for billing calculation in respect of your use of the Feature. Please note that this data is stored and backed up in MySQL in Singapore.
	Operations Log Data: APPID, UIN, operation time, request ID, product type, operation content, operation result, operator account, operation parameters.	We use this information for troubleshooting, operation and maintenance analysis. Please note that this data is stored and backed up in MySQL in Singapore.

5. HOW WE STORE AND SHARE PERSONAL INFORMATION

As specified in the Privacy Policy.

6. HOW WE SHARE PERSONAL INFORMATION

As specified in the Privacy Policy.

7. DATA RETENTION

We will retain personal information in accordance with the following:

Edition	Personal Information	Retention Policy
Anti-DDoS Advanced	Forwarding Configuration Data	Stored for a minimum of 180 days and retained for as long as you use the Feature. When your use of the Feature is terminated, we will delete this data after 7 days.
	Traffic Statistics Business Analysis Data Operations Log Data	We store this for as long as you use the Feature. When your use of the Feature is terminated, we will delete this data after 7 days.
	Attack Analysis Data	Stored for a maximum of 1 year.
Anti-DDoS Pro	Binding Data	Stored for a minimum of 180 days and retained for as long as you use the Feature. When your use of the Feature is terminated, we will delete this data after 7 days.
	Traffic Statistics Business Analysis Data Operations Log Data	We store this for as long as you use the Feature. When your use of the Feature is terminated, we will delete this data after 7 days.
	Attack Analysis Data	Stored for a maximum of 1 year.

Data Processing And Security Agreement

Last updated : 2024-07-01 11:43:38

1. BACKGROUND

This Module applies if you use the Anti-DDoS Service (“Feature”). This Module is incorporated into the Data Processing and Security Agreement located at (“[DPSA](#)”). Terms used but not defined in this Module shall have the meaning given to them in the DPSA. In the event of any conflict between the DPSA and this Module, this Module shall apply to the extent of the inconsistency.

2. PROCESSING

We will process the following data in connection with the feature:

Edition	Personal Information	Use
Anti-DDoS Advanced	<p>Forwarding Configuration Data: Forwarding configuration information (access service domain name, return source target source, access protocol/port, return source target source).</p> <p>Alarm Data: Alarm configuration data.</p> <p>Strategy Configuration Data: DDoS security policy configuration (IP blocklist/allowlist, port filtering, protocol blocking, watermarking protection, connection class attack protection, AI protection, zone blocking, IP port speed limiting, feature filtering), CC security policy configuration (zone blocking, IP blocklist/allowlist, precision protection, CC frequency control restriction, intelligent CC protection).</p>	<p>We only process this data for the purposes of providing the Feature to you, in accordance with your specific configuration.</p>
	<p>Attack Analysis Data: attack name, attacked asset, attack source IP address, attack type, attack time, attack duration, attack peak, instance ID, defense type, attack status and sample analysis package download.</p> <p>Business Analysis Data: business traffic bandwidth, business packet rate, peak inbound traffic, peak outbound traffic, active connections, new connections, peak active connections, peak</p>	<p>We only process this data for the purposes of providing the Feature to you to enable you to analyze and understand security events.</p>

	inactive connections and IP address used for business access.	
Anti-DDoS Pro	Binding Data: Binding relation data in respect of the configuration	We only process this data for the purposes of providing the Feature to you to assist you in determining the effective scope of your security policies.
	Alarm Data: Alarm configuration data. Strategy Configuration Data: DDoS security policy configuration (IP blocklist/allowlist, port filtering, protocol blocking, watermarking protection, connection class attack protection, AI protection, zone blocking, IP port speed limiting, feature filtering), CC security policy configuration (zone blocking, IP blocklist/allowlist, precision protection, CC frequency control restriction, intelligent CC protection).	We only process this data for the purposes of providing the Feature to you, in accordance with your specific configuration.
	Attack Analysis Data: attack name, attacked asset, attack source IP address, attack type, attack time, attack duration, attack peak, instance ID, defense type, attack status and sample analysis package download. Business Analysis Data: business traffic bandwidth, business packet rate, peak inbound traffic, peak outbound traffic, active connections, new connections, peak active connections, peak inactive connections and IP address used for business access.	We only process this data for the purposes of providing the Feature to you to enable you to analyze and understand security events.

3. SERVICE REGION

As specified in the DPSA.

4. SUB-PROCESSORS

As specified in the DPSA.

5. DATA RETENTION

We will store personal data processed in connection with the Feature as follows (unless otherwise required by applicable Data Protection Laws):

Edition	Personal Information	Retention Policy
Anti-DDoS Advanced	Forwarding Configuration Data	Stored for a minimum of 180 days and retained for as long as you use the Feature. When your use of the Feature is terminated, we will delete this data after 7 days.
	Alarm Data Strategy Configuration Data Business Analysis Data	We store this for as long as you use the Feature. When your use of the Feature is terminated, we will delete this data after 7 days.
	Attack Analysis Data	Stored for a maximum of 1 year.
Anti-DDoS Pro	Binding Data Alarm Data Strategy Configuration Data Business Analysis Data	Stored for a minimum of 180 days and retained for as long as you use the Feature. When your use of the Feature is terminated, we will delete this data after 7 days. We store this for as long as you use the Feature. When your use of the Feature is terminated, we will delete this data after 7 days.
	Attack Analysis Data	Stored for a maximum of 1 year.

6. SPECIAL CONDITIONS

You acknowledge, understand and agree that (i) we do not make any representation or warranty or give any undertaking that this Feature will be in compliance with any applicable laws or regulations, (ii) you have obtained any necessary licenses, registrations or approvals that may be required in connection with or related to the use of the Feature and (iii) any reliance on or use of this Feature is at your sole risk.