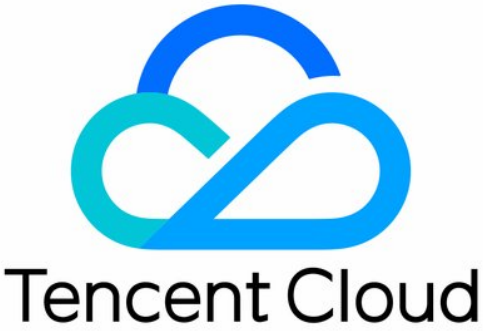
Compliance

Personal Information Protection

Product Documentation



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Personal Information Protection ISO 27018 Certification

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In December 2017, Tencent Cloud attained the ISO/IEC 27018:2014 international certification in relation to public cloud information protection, and in the process, became the pioneering batch of cloud service providers to achieve such a high accolade. At the same time, as the first domestic cloud service provider to acquire the ISO/IEC 27018:2014 certification across its global footprint of businesses, this signifies that the Tencent Cloud Personal Information Protection Management System is able to meet the stipulations of stringent foreign laws and regulations on Personal Information Protection. The Tencent Cloud Personal Information Protection Management System has now joined the ranks of other leading global cloud service providers, providing Tecent Cloud customers with added trust and assurance on its cloud security.

What is the ISO27018:2014 Certification?

ISO27018 is an international standards agreement promulgated by the International Organization for Standardization (ISO) in 2014, and is the first set of international criterion that is dedicated to Personal Information Protection in the Cloud.

ISO27018 is based on the ISO27002 Information Security Standard, and sets out guidelines applicable to the ISO27002 control system pertaining to Personal Identifiable Information (PII) in the cloud. The purpose of the same is to satisfy the requirements of the Public Cloud PII that the current ISO27002 standards have fallen short of. Attaining the ISO27018 certification is testament that the enterprise has achieved a high standard and adopted industry best practices in various aspects of its protection of corporate data, intellectual property, documents and cloud IT system security.

What does the evaluation for the ISO27018 certification comprise of?

The Tencent Cloud certification extends to its global business lines in key countries and territories. Tencent Cloud makes use of its professional resources to collect and analyze the personal information laws and regulations in its overseas IDC, such as the GDPR in the European Union and the PDPA in Singapore. This is integrated with the requirements of the ISO27018 standard, whereupon an analysis is conducted on numerous laws and regulations from multiple countries in concert with the Tencent Cloud product data flow, so as to comprehensively identify Personal Identifiable Information (PII) with regard to its various products. Subsequently, the effectiveness of its control measures are enhanced, so that they have the ability to meet the requirements of strict international personal information protection laws and regulations, thereby improving the Tencent Cloud personal information protection system.

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In China, the Cybersecurity Law was implemented on 1 June 2017, whose main scope encompasses “one system, four areas”. In particular, reinforcing personal information protection takes center stage. Articles 40 and 42(2) state that, “network operators shall keep the personal information they collect strictly confidential and shall establish an all-inclusive user information protection regime. Network operators shall adopt technological and other necessary measures to ensure that the personal information they have collected is secure as well as to prevent information leakage, destruction and loss”.

What is the significance of the ISO27018:2014 certification?

The Tencent Cloud Personal Information Protection Management System has fully interpreted the requirements on personal information protection that the Cybersecurity Law and other relevant laws stipulate. A protection framework is enacted with the life cycle of personal information in mind, with particular emphasis on pre, during and post-incident data protection. Pre-incident, an evaluation is carried out on personal information risk according to certain applicable scenarios and corresponding protective strategies are put in place. During an incident, the purpose and use of data is restricted so as to limit any data re-disclosures. Post-incident, if encrypted data was leaked, emergency plans are activated to contain the damage. The Tencent Group will leverage its years of accumulated security experience and together with its professional security team, create a compliant and reliable cloud service for users.

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ISO 27701 Certification

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What is ISO/IEC 27701:2019?

As an extension to ISO/IEC 27001 and ISO/IEC 27002 in the field of privacy protection, ISO/IEC 27701:2019 provides guidelines for establishing, implementing, maintaining, and continuously improving a privacy information management system.

ISO/IEC 27701:2019 is applicable to all types and sizes of organizations, including public and private companies, government entities and non-profit organizations, which process personally identifiable information in an information security management system (ISMS) to reduce risks with personal privacy.

What does ISO/IEC 27701:2019 certification mean?

ISO/IEC 27701:2019 is a milestone in the continuous management of privacy risks. It systematically outlines the concepts, requirements, and implementation guidelines of privacy security management systems for the first time in the world. Tencent Cloud has always put user privacy protection at the core of its services. The values brought by ISO/IEC 27701:2019 are self-evident in the following aspects:

- **For product improvement**: based on the personal data-intensive nature of cloud service providers, ISO/IEC 27701:2019 provides clear and implementable guidelines for personal data protection by Tencent Cloud products, fully complementing the standardization and reliability of privacy protection for Tencent Cloud products.
- **For external communication**: ISO/IEC 27701:2019 contributes to the establishment of a transparent communication mechanism that builds customers' trust in Tencent Cloud's privacy protection capabilities, provides more objective information for risk assessment, and promotes the formation of effective business relationships.
- **For Tencent Cloud's regulatory compliance**: the universality of ISO/IEC 27701:2019 reduces the complexity of response to multiple regulators and improves Tencent Cloud's responsiveness to regulatory compliance.

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BS10012: 2017 Personal Information Management System

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BS10012 was published by the British Standards Institution and came into effect on March 31, 2017, replacing the BS10012 standard published in 2009. BS10012:2017 specifies the requirements for a Personal Information Management System (PIMS), which has been updated and revised to be aligned the GDPR.

BS10012 aims to provide organisations with a compliance framework and good practices for privacy protection, guiding businesses to establish and maintain a personal information management system (PIMS) as part of its overall information governance infrastructure to strike a reasonable balance between the use and protection of personal information. BS10012 is not just a standard requirement for ICT industry, but more about regulating the practice of personal information protection from a management level, enabling internal or external assessors to effectively assess an organization’s compliance level and security capability. The BS10012 standard is designed to ensure that organizations have adequate and appropriate controls to protect personal information and enhance customer confidence in the organization's management of personal information.

Obtaining the BS10012 certification reflects that Tencent Cloud's planning, establishment, implementation, maintenance and continuous improvement of privacy information management system satisfy the requirements of international standards and industry good practices, which enables customers to better comply with GDPR and privacy protection requirements of ICO (Information Commissioner’s Office).

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Data Protection Trustmark (DPTM) Certification

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Tencent Cloud has achieved the Singapore Data Protection Trustmark (DPTM) Certification. The certification is developed by the Personal Data Protection Commission (PDPC) and Info-Communications Media Development Authority (IMDA) in Singapore, and is a voluntary enterprise-wide certification for organisations to demonstrate accountable data protection practices.

The DPTM is a standard for data protection practices based on based on Singapore's Personal Data Protection Act (PDPA), including 4 principles - “Governance and Transparency”, “Management of personal data”, “Care of personal data” and “Individuals' Rights”. The audit will be conducted through a comprehensive review of the specific systems and implementation requirements of these four principles.

Through the audit, it can be proved that Tencent Cloud's data protection governance, system management, compliance control, and practice has reached industry-leading level. Customers can be confident in choosing an organisation with DPTM Certification, as the DPTM will help businesses increase their competitive advantage and build trust with their customers and stakeholders.

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