

# Microsoft's trusted cloud for enterprise customers

Data privacy and security are global business imperatives. At Microsoft, we understand and embrace this. That is why we incorporate world-class privacy and security features into our enterprise cloud services: Microsoft Office 365, Microsoft Azure, Microsoft Dynamics CRM Online, and Microsoft Intune.

## DATA PRIVACY

Microsoft is strongly committed to the privacy and security of our customers' data. Our customers maintain ownership of their data. Microsoft uses customer data solely to provide customers with the online services. Microsoft does not use customer data for any marketing or advertising purpose. We believe any request for access to customer data, including government search warrants, should be made to our customers, not Microsoft.

### Related information

- ✓ We do not participate in any government surveillance program.
- ✓ We believe that government demands for customer data should be directed to the customer.
- ✓ If a government demand comes to us, we should be permitted to notify the customer and redirect the government to seek the information from our customer.
- ✓ If we believe the government entity making the demand lacks the legal authority to obtain the information or that the demand is otherwise invalid, we will refuse to disclose the information and, if necessary, assert our objections in court.
- ✓ Microsoft will not use customer data for marketing or advertising purposes.
- ✓ We back up these commitments in our agreements with our enterprise customers.

## COMPLIANCE AND CERTIFICATIONS

Microsoft cloud services lead the way in regulatory compliance. The privacy and security features of our cloud services are built from the ground up and form an integral part of the design and operation of our cloud solutions. No other cloud provider offers the breadth of regulatory and other trust commitments across its cloud platforms as Microsoft does.

### Related information

- ✓ The entity representing European privacy regulators from 28 countries has recognized Microsoft's data processing contracts to be in line with EU privacy laws, among the strictest in the world. Microsoft is the first and only cloud provider to receive this recognition.
- ✓ Our Global Foundation Services—the engine that powers Microsoft's cloud services—was the first major cloud service to be certified for ISO 27001, an international standard for information security management systems now adopted by all our services.
- ✓ Our cloud services provide customer controls for compliance, such as Data Loss Prevention (DLP), archiving and legal hold, and e-discovery to enable organizational compliance.
- ✓ We publish our security self-assessments to the Cloud Security Alliance Security Trust and Assurance Registry (STAR)—a non-profit public registry containing cloud service providers' security controls assessments. Microsoft Dynamics CRM Online, Microsoft Office 365 and Microsoft Azure are all registered.
- ✓ Microsoft's compliance with HIPAA and our robust Business Associate Agreement demonstrates our commitment towards the protection of personal health information stored in our cloud.

## TRANSPARENCY

At Microsoft we believe it makes good business sense to comply with world-class industry standards and be transparent with customers regarding regulatory and compliance concerns. We publish public-facing Trust Center websites which describe in detail the standards we adhere to and how our cloud services help protect customer data.

### Related information

- ✓ We are regularly audited by independent organizations who verify that we are compliant with our certifications and attestations. We share our audit reports with customers (under non-disclosure agreements) to help them assess our services against their regulatory requirements.
- ✓ We will notify business and government customers if we receive legal orders related to their data. Where a gag order attempts to prohibit us from doing this, we will challenge it in court.
- ✓ We publish a [Law Enforcement Requests Report](#) every six months providing a summary of all the legal demands we received from law enforcement agencies.
- ✓ We publish a [report](#) of all requests received from the U.S. government under national security laws (such as the *Foreign Intelligence Surveillance Act*) and pursuant to US National Security Letters.
- ✓ Our agreements with customers provide clarity around where data is stored, who accesses the data, and what data is accessed.

## CYBERSECURITY

Microsoft is committed to disrupting cybercrime threats wherever they occur. We take action by partnering with internal Microsoft teams, law enforcement, academia, global government agencies, and private organizations. Microsoft's Digital Crimes Unit is determined to stop cybercrime, refer criminals to law enforcement, and create a safe digital world.

### Related information

- ✓ We have established the [Microsoft Cybercrime Center](#) to tackle online crimes, including those associated with malware, botnets, technology-facilitated child exploitation and intellectual property theft.
- ✓ We use the Operational Security Assurance (OAS) to detect and minimize cybersecurity threats.
- ✓ We use the Security Development Lifecycle (SDL) in developing our products and services. SDL is an industry-leading software security assurance process that meets or exceeds the requirements of ISO 27034.
- ✓ We recently took action to expand encryption across all Microsoft cloud services by the end of 2014 (between our customers and Microsoft, between datacenters, and for data at rest).
- ✓ We use Microsoft cloud technology to target global criminal organizations that are looking to profit from IP crimes, malicious software code, and botnets.

### Learn more about Microsoft's trusted cloud:

Protecting our customers' digital privacy is central to the way Microsoft conducts our business and we have gone to court to challenge what we feel are overreaching government actions. For more information on this subject visit <http://digitalconstitution.com>.

#### Microsoft's Trust Centers:

- [Azure Trust Center](#)
- [Dynamics CRM Trust Center](#)
- [Office 365 Trust Center](#)
- [Microsoft Intune Trust Center](#)

Brad Smith, Executive Vice President  
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