

RACKSPACE® SECURITY & COMPLIANCE

Security and compliance can be complex subjects. As always, Rackspace stands ready to help by providing clarity in the midst of confusion. Let the information on this page be your guide to helping you understand the security and compliance controls Rackspace has in place as your hosting provider.

RACKSPACE SECURITY CONTROLS	
Physical Security <ul style="list-style-type: none"> • Data center access is limited to only authorized personnel • Badges and biometric scanning for controlled data center access • Security camera monitoring at all data center locations • Access and video surveillance log retention • 24x7x365 onsite staff provides additional protection against unauthorized entry • Unmarked facilities to help maintain low profile • Physical security audited by independent firms annually 	Environmental Controls <ul style="list-style-type: none"> • Dual power paths into facilities • Uninterruptable Power Supplies (minimum N+1) • Diesel Generators (minimum N+1) • Service agreements with fuel suppliers in place • HVAC (minimum N+1) • VESDA / Fire Suppression • Flood detection • Continuous facility monitoring
Network Infrastructure <ul style="list-style-type: none"> • High-performance bandwidth provided by multiple network providers • Elimination of single points of failure throughout shared network infrastructure • Cables properly trunked and secured • Proactive network management methodology monitors network route efficiency • Real-time topology and configuration improvements to adjust for anomalies • Network uptime backed by Service Level Agreements • Network management performed by only authorized personnel 	Human Resources <ul style="list-style-type: none"> • Background screening performed on employees with access to customer accounts • Employees are required to sign Non-Disclosure and Confidentiality Agreements • Employees undergo mandatory security awareness training upon employment and annually thereafter
Operations Security <ul style="list-style-type: none"> • ISO 27001/2 based policies, reviewed at least annually • Documented infrastructure Change Management procedures • Secure document and media destruction • Incident Management function • Business Continuity Plan focused on availability of infrastructure • Independent Reviews performed by third parties • Continuous monitoring and improvement of security program 	Security Organization <ul style="list-style-type: none"> • Security management responsibilities assigned to Global Security Services • Chief Security Officer oversight of Security Operations and Governance, Risk, and Compliance activities • Direct involvement with Incident Management, Change Management, and Business Continuity

For more information or to chat with a specialist: **1-800-961-2888** or **www.rackspace.com**

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RACKSPACE® SECURITY ASSESSMENTS AND COMPLIANCE

Rackspace maintains various certifications to assist you in verifying the security policies and processes Rackspace has in place for the environment of your hosted infrastructure. We've been assessed and hold validation for the following compliance frameworks:

- ISO 27001
- SSAE 16 and ISAE 3402 (Previously SAS 70 Type II)
- PCI DSS
- Safe Harbor (export.gov)

It's important to note that Rackspace certifications do not make you compliant with your specific regulatory and compliance requirements. However, we do offer products and services that can assist you in addressing your requirements. For more information, please inquire with a Rackspace Sales Representative.

RACKSPACE COMPLIANCE
ISO 27001
The Rackspace ISO 27001 certified Information Security Management System (ISMS) is an iterative management system that helps ensure that our security policies and processes are effective in mitigating identified risks. Specifically, our ISMS at Rackspace certifies the management of information security in the operations of our data center facilities.
SSAE 16 and ISAE 3402
The global Rackspace Type II SOC1 report can be used to satisfy requirements under both the SSAE 16 and ISAE 3402 standards. This report contains a description of the controls we have in place, and the auditor's informed opinion of how effective the controls were during the audit period. Rackspace's audit period is from 1st October to 31st September of every year.
PCI DSS
A Qualified Security Assessor (QSA) validates Rackspace as being a PCI DSS Level 1 Service Provider. The QSA validation of our compliance to the PCI DSS covers: <ul style="list-style-type: none">• Physical security for Rackspace data centers located in:<ul style="list-style-type: none">o United Kingdomo Hong Kongo United States• Network infrastructure (routers and switches)• Rackspace employee access to network devices Please note that simply hosting a solution with Rackspace does not make you PCI-DSS compliant. However, outsourcing hosting services to a PCI DSS validated Level 1 Service Provider can greatly reduce the scope and complexity of your compliance efforts. We can provide services, products and an extensive solution partner network that can help satisfy many of your PCI-DSS requirements.

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