



Zadara Cloud Services Security Brief

Revision history:

Ver	Date	Author	Description
12.04	April 2012	Yair	Security considerations in Zadara Cloud 12.04 version
13.07	July 2013	Yair	Adding Remote Mirroring Authentication and Encryption
16.05	May 2016	Yair	- Some updates on Mirroring encryption - B2S3 encryption brief description
16.05- SP2	January 2017	Oded	Updates for 16.05 SP-2
17.11	January 2018	Oded	Updates for 17.11
18.11	December 2018	Oded	Updates for 18.11
20.12	January 2021	Oded	Updates for 20.12
22.06	October 2022	Oded	Updates for 22.06, adding zCompute
23.09	January 2024	Oded	Updates
23.09	May 2024	Oren	zCompute updates
23.09-SP1	June 2024	Oded	Added "shared responsibility"
23.09	September 2024	Oren	zCompute updates

Contents

- Introduction 4
- Data Classification 4
- Shared Responsibility 5
- Physical Security 6
- Logical Access Control 6
 - Secure Communication 6
 - Identity Management..... 6
- Data Privacy 8
 - VPSA Architecture..... 8
 - CHAP 8
 - Data Retention 9
 - Data Deletion..... 9
- Data Encryption 9
 - Encryption of Data-at-Rest 9
 - Encryption of Data-in-Flight10
- Remote Mirroring 10
 - Authentication.....11
 - Encryption11
- NAS Users Access 11
- Backup to Object Storage (B2S3) 12
- Object Storage Architecture 13
 - VPSA Object Storage Hierarchy13
 - Object Storage Users and Roles13
 - Object Storage Access13
 - Encrypted Containers14
- Zadara Compute Architecture 15
 - zCompute Accounts, Projects, Users and Roles.....15
 - Protecting Virtual Machines15

Protecting zCompute Block Storage	16
Billing info	16
Zadara Operations Access	17
Source Code Security	17
Endpoint Security	18
Bug Bounty program	18
Security Compliance, Audits, and Certifications	18

Introduction

Surveys reveal time and again that security and data protection concerns are the top barriers to Cloud adoption.

At Zadara™ we take these concerns seriously and have made security an integral part of our cloud services offering. We have architected security into our system and software from the ground up.

With multiple layers of security, our customers can enjoy full, end-to-end data privacy and protection, from Zadara's physical storage infrastructure all the way to customers' Cloud Servers.

Zadara cloud services come with the following commitments:

- **Encryption:** All data is encrypted at transit and can be encrypted at rest.
- **Access Controls:** Tenant admin has full control over users access permissions. Only authorized Zadara employees will only ever access your cloud for the purposes of resolving incidents, recovering user's data with your explicit permission, or where required by applicable law.
- **Data Privacy:** Each customer's data is logically and physically separated from all other customers.
- **Redundancy:** Zadara provides several level of local and remote data redundancy to ensure data availability at all times. This includes RAID protection, Snapshots, Mirrors, and built-in backup.

Data Classification

Generally Speaking, Zadara maintains 3 types of data:

1. **Customer Data** - Customers using Zadara clouds keep their data in volumes/containers they create on Zadara Cloud. Since Zadara has no visibility into the customer data, we treat it all as most sensitive and critical information. Access is restricted to the data owner only. Customer administrator controls users and access rights to the data. It is the customer's responsibility to define the data protection and high availability requirements for this data. Zadara provides the tools to ensure data privacy, availability, and protection.
2. **Customer Configuration Data** – This category is the metadata for the above Customer data, and the system configuration information. Zadara uses this data to maintain and protect the customer data. This data is critical for the system operation but does not contain any sensitive information. Zadara is responsible for protecting it and backing it up.
3. **Customer Information** – This is the database of Zadara customers that contains details like contact information, email addresses, and billing details. This is highly sensitive data, but not critical. Zadara is responsible for protecting it and backing it up. This information is kept and protected by Salesforce.com, Zendesk.com and Oracle NetSuite.

Shared Responsibility

Zadara Clouds security follows the “shared responsibility” model where the responsibility for securing different aspects of the cloud-computing environment is shared between Zadara and the partner/customer. In this model Zadara secures the infrastructure, including virtual machines, storage, and networks—while customers secure everything hosted on the cloud infrastructure, such as the operating system, runtime, applications, and data.

Security of the cloud: Zadara is responsible for securing the data centers hosting public clouds, Compute and Storage nodes and networking equipment. Zadara also handle tasks such as patching and updating the above nodes and networking devices as well as ensuring the availability and reliability of the cloud services.

Security in the cloud: Partners/Customers’ security responsibilities include physical security of on-premises clouds, setting up secure access controls, encrypting data, backing up the data, managing user accounts and credentials, and application-specific security.

Zadara’s Responsibilities:

- Physical security and physical access of public clouds
- Host-infrastructure security, proper configuration, patching and upgrades, ensure availability and reliability of the services
- Network-infrastructure security, securing the cloud-network infrastructure: FWs, switches, and load balancers
- Securing remote management access
- Undergo independent audits to certify compliance with industry standards

Customer’s Responsibilities:

- Physical security and physical access of private, on-prem clouds
- Ensure data protection by implementing proper data access controls, encryption, and backups
- Keep user access secure by managing permissions, enforcing strong passwords and MFA, or using Key Pairs
- Protect cloud resources from unauthorized access by implementing networking controls such as VPCs and Security Groups
- Securing and hardening virtual machines OSs, upgrades and security patching
- Securing the specific cloud-hosted applications

The rest of this document describes the controls implemented by Zadara to secure its clouds, as well as security tools available for partners/customers to use..

Physical Security

The Zadara Public Clouds are hosted in the most secure data centers of the leading providers of colocation services. As of the writing of this document, Zadara clouds are hosted at Cyxtera and Equinix datacenters. Zadara Federated Edge is also used by a big number of Service Providers and enterprise customers around the globe, where Zadara cloud is hosted at the customer's or partner's datacenter. These data centers feature, at minimum, the following important physical security attributes:

- Dedicated cages
- Biometric access controls
- 24x7 surveillance
- Redundant power feeds and generators
- Robust fire suppression
- Carefully monitored climate control (to protect the servers that store customer data)

In OPaaS (On Premises) deployments, the customer/partner takes full responsibility for the physical security, physical health and physical access to the Zadara systems.

Logical Access Control

Secure Communication

- The Zadara Provisioning Portal, Command Center, zCompute Console and Zadara VPSA® (Storage Array and Object Storage) expose RESTful API calls via the **HTTPS** protocol. This requires **TLS 1.2** or higher encrypted communication and securely identifies the Zadara web server with which the client is communicating.
- The Zadara GUI client also communicates with the Storage or Compute web server RESTful API via HTTPS to ensure the same level of security.
- For the HTTPS communication users can use the Zadara built in certificate or bring their own certificates.

Identity Management

- Each Zadara user creates an account within the Zadara Provisioning Portal. The user's **Password** is *not* stored in the Provisioning Portal DB. Instead, a cryptographic hash value (using Bcrypt hash function) is stored for further login authentications.
- Zadara Provisioning Portal supports Dual Factor Authentication using authenticator mobile app.
- When a user creates the first zCompute account or a VPSA , a corresponding tenant is created within the Zadara Storage Cloud Identity Management Server (which is based on OpenStack Keystone).
- The Provisioning Portal generates a random 128-bit **Tenant Password** for that tenant and provides the password, in encrypted form, to the Identity Management Server.
- Thereafter, the Tenant Password is used by the Provisioning Portal and the storage system for retrieving a **Keystone API Token** and establishing a session-based communication for managing the objects (i.e, VPSAs) belonging to that tenant.
- For accessing the VPSA (via API or GUI), the Cloud Console provides (via email) an initial temporary access code. This code can be used only once. The user is requested to enter a strong **User Password** to replace the temporary access code.
- The Zadara Provisioning Portal Password the storage and compute User Password can be different. This enables support for different permission levels (roles) within an organization.
- Once customers login to the Providing Portal, they can only view their existing compute account and VPSA's, create new systems, modify and delete. Customer access is limited to their provisioned systems and cannot see the rest of Zadara Cloud.
- In the event a user forgets the password, an email will be sent to the user with a new temporary access code. The existing User Password will protect access until the new access code is used.
- A cryptographic hash value (using Bcrypt hash function) of the User Password is stored in the VPSA database for further login authentication.
- Zadara employs a session-based authentication mechanism as a means to identify a user for every HTTPS request to a VPSA. The client initiates a session by logging in with the User Password. Upon successful authentication, a **Secret API Token** is sent back to the client application, for any subsequent REST API communication with the VPSA to identify the authenticated user and validate the session.
- At any time, a user can generate a new Secret API Token, thus invalidating the previous token and any sessions using it.
- VPSA admin and zCompute tenant admin can control the user password policy, such as password expiration, password length and history retention. The admin can also enforce MFA.
- Users can change their passwords / reset their API access keys at any time

- VPSA admin and zCompute tenant admin can create additional users and set their roles that define the given access rights.
- All Zadara Web UI supports Dual Factor Authentication using authenticator mobile app. VPSA admin/Tenant adminn can enforce DFA on all members.

Data Privacy

VPSA Architecture

The VPSA architecture provides the basic building blocks for granting complete data privacy for Zadara Users:

- Each VPSA Virtual Controller is granted dedicated compute resources (RAM and CPU vCores) and dedicated networking resources (NIC VFs) to partition IO stack data handling per-tenant.
- Physical drives are the basic storage allocation unit. As a result, drives are dedicated to only a single VPSA and hence a single tenant.
- Physical drives are exposed as iSCSI LUNs to the VPSA Virtual Controllers via a separate back-end network, which is not accessible from outside the Zadara Cloud.
- IQN-based SCSI **LUN Masking** is used to ensure that physical disk drives are exposed only to the authorized VPSA system.
- Each tenant can look up the physical location (by Storage Node Number) of the drives assigned to that tenant.
- VPSA Block Virtual Volumes are presented as iSCSI/FC LUNs and are 'attached' to selected Cloud Servers. Again, SCSI LUN Masking and FC zoning is used to prevent access to those Virtual Volumes from other Cloud Servers.
- From the networking perspective the newly created VPSA is isolated in the customer's VLAN that is connected to the customer's Virtual Private Cloud (VPC) within the public cloud.

CHAP

- VPSA *requires* the usage of **Challenge-Handshake Authentication Protocol (CHAP)** over iSCSI to authenticate a Cloud Server to a VPSA. CHAP requires that both the Cloud Server and VPSA know a shared **CHAP Secret**. This secret is never sent on the wire.
- Each VPSA maintains its CHAP credentials. When a VPSA is created, it auto-generates a CHAP Username (corresponding to the VPSA name) and a random 12-character CHAP

Secret.

- A VPSA User can modify both CHAP Username and CHAP Secret at any time. Existing iSCSI connections will remain valid, but the new credentials will be required for establishing new connections.
- A VPSA user must enter these values at the Cloud Server (iSCSI Initiator) side to be able to establish an iSCSI connection with the VPSA.
- The VPSA uses a 128-bit **Secret Key** to encrypt the CHAP Secret, using the Advanced Encryption Standard (AES), before storing the CHAP Secret on disk. The Secret Key itself is stored in a separate location in the Zadara Storage Cloud. The VPSA retrieves the Secret Key from the Zadara Storage Cloud at runtime, decrypts the CHAP Secret and stores it in **Kernel Space** only. This means that core-dumping the user-mode process of the VPSA will not reveal the decrypted CHAP Secret.
- The VPSA Supports optional **Mutual CHAP** authentication and **CHAP secret per Server**

Data Retention

Zadara keeps the customer data for as long as the customer keeps the service, and didn't delete the data. With Zadara Object Storage the user can set an expiration date to each object, and the that object will be removed when the time comes.

Data Deletion

Zadara allocates dedicated drives for each customer. This allows drives shredding when the customers removes data or stops the services. When a customer deletes the data, she can use logical shredding (done according to DoD 5220.22-M standard), or buy the used drives from Zadara and physically shred them.

Data Encryption

Zadara Storage supports Encryption of **Data-at-Rest** (DAR) and **Data-in-Flight** (DIF). Because data encryption requires compute overhead, we leave it up to Zadara users to evaluate the trade-off between security and performance. Hence both DAR and DIF encryption are optional features and are disabled by default.

Encryption of Data-at-Rest

- Encryption management of Data-at-Rest is done at the VPSA Virtual Controller and is defined on a Volume-by-Volume basis, i.e. a user can decide that some Volumes are

encrypted, while others are not.

- A VPSA generates a unique random 256-bit **Encryption Key** per encrypted Volume, and uses the Advanced Encryption Standard (AES) to encrypt and decrypt the Volume data.
- The Volume Encryption Keys are stored on disk as ciphertext, using AES with a 256-bit **Master Encryption Key**, which is generated from a *user-supplied Master Encryption Password*. Instead, the master password can come from a compliant Key Management system integrated over KMIP protocol

The Master Encryption Password is *not* saved on disk. Only its hashsum is saved for verification purposes only. Since it is virtually impossible to restore the Master Encryption Password from the bcrypt hashsum, each user is fully responsible to retain and protect the Master Encryption Password. During VPSA operation, the Master Encryption Password itself is held in kernel memory of the VPSA and the cloud controller. Core-dumping any User Mode process within the VPSA will not reveal the Master Encryption Key.

- The above method ensures that encrypted Data-at-Rest cannot be accessed without explicitly knowing the user-supplied Master Encryption Password, thus providing full protection to Zadara users who opt for Data-at-Rest encryption.

Encryption of Data-in-Flight

- For advanced security needs, Zadara Storage supports encryption of Data-in-Flight between the User Cloud Server and the VPSA using **Internet Protocol Security (IPSec)**.
- Zadara uses **Internet Key Exchange (IKE)** protocol to negotiate the IPSec encryption keys with a user's Cloud Server. The encryption keys used to encrypt the Data-in-Flight are stored in kernel memory only (of both the VPSA and Cloud Servers), and are *never* stored on disk in any form. Periodically, encryption keys are renegotiated by VPSA and Cloud Servers' IKE daemons.
- Users that use SMB file systems on Zadara storage can use "SMB Encrypt" to secure file traffic of Windows servers.
- A user can configure the renegotiation trigger for each Cloud Server. For example, encryption keys can be renegotiated every hour, every 10 Gb of sent/received data, etc.

Remote Mirroring

Remote Mirroring is the VPSA's Disaster Recovery (DR) service.

Volumes are mirrored from a source VPSA to a remote VPSA. Typically, the remote VPSA resides in a different region and the data is synchronized over the network.

Authentication

First step is to establish a trusted communication between the VPSAs. Establishing the trusted communication can be initiated from any VPSA. It is done by exchanging encrypted secrets using a **public-key encryption protocol** (RSA). Each VPSA generates public and private keys, and passes the public key to the other VPSA. The keys are session-based. i.e. re-generated for every new session.

Encryption

VPSA Remote Mirroring is snapshot-based. It creates and deletes snapshots at a given interval and mirrors\ships the modified data between two snapshots to the remote VPSA.

For Volumes which are already encrypted at-rest on the source VPSA (using AES-128\AES-256), the data is mirrored as-is to the destination VPSA. The Volume encryption key is mirrored as well. It is then stored, encrypted, in the destination VPSA, using the user-provided master password (which can be different than the user master password on the source VPSA).

For Volumes which are not encrypted at-rest on the source VPSA, the mirrored data is encrypted using AES-256 before it is shipped to the remote VPSA to ensure that the in-flight data is always encrypted.

Similar to the authentication process, a **public-key encryption protocol** (RSA) is used to exchange random keys for the stream encryption. The following are the steps which occur whenever a new snapshot is mirrored:

- VPSA-Source generates a new public and private key pair, and passes the public key to VPSA-Dest
- VPSA-Dest generates a new cipher key and passes it back to VPSA-Source.
- VPSA-Source uses this key to encrypt the stream of modified data.
- Keys are session-based. i.e. re-generated for every new session.

Note:

Mirroring Traffic between 2 VPSAs which are connected via local FE network (not via Public IPs) is not encrypted.

NAS Users Access

File system access is granted to each user according to the defined permissions. VPSA supports both local users and Active Directory central user management.

Backup to Object Storage (B2S3)

Data copy to\from S3 or any other equivalent object storage is done using HTTPS protocol, so the data in-flight is encrypted using SSL.

The data which is stored in S3 is encrypted using S3 server side encryption.

If the data is encrypted at-rest on the source VPSA, it is then decrypted before it is sent (over HTTPS) to the Object storage

Object Storage Architecture

The Object Storage architecture provides the basic building blocks for granting complete data privacy for Zadara Users:

VPSA Object Storage Hierarchy

The Object Storage system organizes data in a hierarchy, as follows:

- **Account** (also referred to as Tenant). Represents the top-level of the hierarchy. The account admin owns all resources in that account. Accounts are also used to control users access to objects and containers.
- **Container** (Also referred to as Bucket). Defines a namespace for objects. In addition to containing objects, you can also use the container to control access to objects.

Object Storage Users and Roles

There are 3 types of Roles assigned to VPSA Object Storage (ZIOS or NGOS) Users:

- The user (registered in Zadara Provisioning Portal) that orders the VPSA Object Storage becomes its Administrator. ZIOS Administrator is a super-user with privileges to create accounts and users of any role. Users with ZIOS Administrator role can perform containers and objects operations across accounts.
- **Account Admin** can create an account (using the Self Account Creation Wizard) and can manage their own accounts. They can perform any user management and containers/objects operations.
- **Member** can do object storage operations according to the permission given by the account administrator, within the limits of that account. These operations include create/delete/list containers and create/delete/list objects.

Object Storage Access

Access to buckets and objects can be done either via OpenStack Swift or AWS S3 interfaces.

- **OpenStack Swift** (V3 Authentication) – Authentication over V3 Auth Endpoint, using username and password
- **AWS S3** – Using Access Key/Secret Key pairs

Encrypted Containers

Data-at-Rest encryption is applied by the Object Storage on a per-Container basis. Encrypted and unencrypted Containers can coexist in the same account.

A VPSA Object Storage generates a random 256-bit unique Encryption Key per encrypted Container and uses the Advanced Encryption Standard (AES) to encrypt and decrypt the objects data.

The Encryption Keys are stored on disk as ciphertext, using AES-256 with Master Encryption Key, which is generated from a user-supplied **Master Encryption Password**.

The User (ZIOS Admin) owns the Master Encryption Password. It is *never* stored on any persistent media. Instead, only its SHA3 hash-sum is saved on disk for password validation.

Instead, the master password can come from an integrated compliant Key Management system over KMIP protocol

Zadara Compute Architecture

The zCompute architecture provides the basic building blocks for granting complete data privacy for Zadara Users:

zCompute Accounts, Projects, Users and Roles

Zadara zCompute is designed, top-down, as a multi-tenant platform.

As such, accounts created in zCompute are fully isolated from each other, providing tenancy isolation. This means that each account has its own set of resources (users, groups, projects, etc), which are fully isolated from any other account, that is, permissions can be granted within an account to users of that account only and account users have no visibility into other accounts, including their very existence.

Any zCompute user may be assigned the following roles:

Member role allows the user to use the console, policies and APIs for creating, viewing, modifying and deleting virtual resources (e.g. VMs, volumes, etc.) belonging to projects to which the user has been assigned. This is the standard role for most users.

Tenant Admin can use all functions which are granted to a Member, in addition Tenant Admin role also allows the user to use policies and APIs for creating and managing new projects and users within a specific account. The user that is registered on the Zadara Provisioning Portal for Compute services, has the role of Tenant Admin and is responsible to manage the account on behalf of his organization. The Tenant Admin can create additional users with this role.

Cloud Admin/MSP Admin can do everything on the cloud including creation of new accounts and users of these accounts. Cloud Admin role is used by Zadara to manage the cloud resources, settings, etc...

Roles define the maximum permission level a user may be granted.

Roles work in conjunction with Symp API Policies and AWS API Policies, which may be used to further **limit** users' permissions in a granular fashion. For example, a user may be assigned a Tenant Admin role with a Symp API StratoReadOnlyAccess policy and an AWS API ReadOnlyAccess policy, which will result in the user having read-only access to all aspects and objects created within his account, without the ability to change any of them.

Protecting Virtual Machines

In addition to the standard authentication provided by the VM operating systems (Windows/Linux) the following are provided by the Zadara compute architecture:

- Key pairs are used for ensuring the identity of a user connecting to a VM instance. When a VM instance is created, the user has an option to provide a keypair which will be used for authenticating the user when logging in to the VM.
zCompute encourages the use of key pairs (instead of passwords) by providing machine images (VM templates) which only authenticate users using key pairs, eliminating the use of default passwords.
- With zCompute Security Groups virtual machines are behind software firewalls which are configured to prevent TCP/IP spoofing, packet sniffing and restrict incoming connections to customer specified IP addresses/ports.
- Each account in zCompute may have multiple projects, isolated from each other.
zCompute Projects provide the ability for account administrators to manage access permissions to their account's cloud resources, with some users and groups granted permission to a set of projects and other users and groups granted permissions to other sets of projects.
- zCompute projects may have one or more Virtual Private Cloud (VPC), which are an isolated and closed networking environment.
VPCs are by design isolated from each other, which also implies they're isolated from other accounts' VPCs, unless explicitly configured by end users (e.g. by assigning an elastic IP to a VM within the VPC and setting security group rules to allow that).

Protecting zCompute Block Storage

One of the key services zCompute provides is block storage.

zCompute users may create block storage volumes (virtual disks) with an arbitrary size as they require and attach these volumes to VMs. Users may also take snapshots of such volumes to allow fast recovery.

zCompute also provides protection groups, which are a service that automates taking snapshot backups of protected resources (volumes and whole VMs) for fast recovery.

Block storage in zCompute leverages on Zadara VPSA technology, with some additional security measures set:

- Data-at-rest:
 - Volumes created on VPSAs assigned to zCompute block storage are always encrypted, with the encryption key managed internally within zCompute only. This setting is enforced and validated internally to make sure all volumes are encrypted and to prevent any use of non-encrypted volumes.
- Data-in-transit:

- iSCSI CHAP authentication is always used between the zCompute nodes and the VPSAs' interfaces..
- The VPSA REST API access is always authenticated and TLS encrypted.
- The VPSA iSCSI network interfaces are isolated, inaccessible outside the zCompute cloud boundaries, accessible only internally from the zCompute cloud's hosts over an internal dedicated VLAN assigned for this purpose..

Billing info

Zadara Storage uses cloud services (such as FreshBooks, NetSuite) for billing invoices and Authorize.net as its Payment Gateway. Credit card information is neither collected nor stored by Zadara.

These cloud services serve thousands of businesses and have all the necessary security and compliance features and certifications, including TRUSTe, TrustWave, SOC2 and others.

More information can be found at their sites:

<http://www.freshbooks.com>

<http://www.authorize.net>

Zadara Operations Access

Zadara Operations and Support teams access the cloud infrastructure for monitoring and maintenance purposes. Access to production clouds and to Compute/Storage Nodes and Virtual Controllers is restricted only to authorized Operations and Support personnel.

In order to gain comfort that people who have access to Zadara's production clouds can be always trusted, Zadara takes the following measures:

- Employees are subject to background checks;
- Employees must respect the company security policy and code-of-conduct;
- Employees perform professional and security trainings

All incoming/outgoing traffic from the Zadara Cloud to the Internet is protected by complex firewall. Access is allowed from Zadara's IP addresses only and requires either Teleport permission or VPN login using MFA with one-time password (OTP). Teleport access is based on outgoing traffic only from the cloud into Zadara.

Access to Virtual Controllers also requires MFA with OTP. This access is allowed with limited command set with no visibility into the customer's file systems. Zadara personnel access is

limited to the cloud and VPSAs metadata (Configuration Data).

Access whitelist to Command Center (Cloud management tool) is controlled by the customer and requires MFA with OTP.

Access to VPSA GUI for Zadara cloud administrators is controlled by the customer's VPSA Admin.

Zadara maintains full auditing track for the cloud and the VPSA's in its Access Log. These logs are kept within the cloud, backed up to S3 and never expire.

Source Code Security

All code for Zadara products is managed via GitHub, with enforced access controls and change controls ensuring only those with an approved business need to modify this code are granted such access. Access to GitHub requires MFA, and employees need to be on a company-issued and managed laptop to access the codebase. All code changes require code review, and automated tests must pass before any code is merged into the main tracking branch.

Endpoint Security

Laptops are centrally managed and are secured via full disk encryption. We apply updates to employee machines on an ongoing basis and monitor employee workstations for malware and anomalous activity. We also have the ability to apply policies or remote wipe a machine. Wherever possible, we use MFA to further secure access to our corporate systems and infrastructure.

Bug Bounty program

Zadara via Inspectiv (<https://www.inspectiv.com/>) invites security researchers and ethical hackers to report security issues via our Bug Bounty Program. The program offers safe harbor for good faith security testing and cash rewards for vulnerabilities based on their severity and impact.

Security Compliance, Audits, and Certifications

Zadara storage services are compliant with most of the common security standards and regulations.

Zadara goes under annually audits to maintain the following certifications:

- **SOC1 Type2 / SOC2 Type2**
SOC 1/2 compliance provides businesses with the confidence and peace of mind that their data is secured and highly available.
- **ISO27001 / 27017 / 27018**
ISO27001 is a framework of policies and procedures that includes all legal, physical and technical controls involved in an organization's information risk management processes.
ISO27017 standard provides guidance on the information security aspects of cloud computing.
ISO27018 standard provides guidance aimed at ensuring that cloud service providers offer suitable information security controls to protect the privacy of their customers' clients
- **IRAP**
Security Standard of the Australian government
- **HIPAA**
The Health Insurance Portability and Accountability Act (HIPAA) is a standard for sensitive patient data protection.
- **GDPR / ISO27701**
The General Data Protection Regulation (GDPR) is the European privacy law that protects European Union (EU) citizens' right to privacy.
Zadara is an active participant in the EU-U.S. DPF and UK-U.S. DPF program

More information about Zadara certification can be found at our site:

<https://www.zadara.com/edge-cloud/compliance/>

More information about Zadara Cloud Services can be found at our site:

<http://www.zadara.com>