

HUAWEI CLOUD Compliance with PDPO of the Hong Kong Special Administrative Region of the People's Republic of China

Issue 01
Date 2020-07-10



HUAWEI TECHNOLOGIES CO., LTD.

Copyright © Huawei Technologies Co., Ltd. 2020. All rights reserved.

No part of this document may be reproduced or transmitted in any form or by any means without prior written consent of Huawei Technologies Co., Ltd.

Trademarks and Permissions



HUAWEI and other Huawei trademarks are trademarks of Huawei Technologies Co., Ltd.

All other trademarks and trade names mentioned in this document are the property of their respective holders.

Notice

The purchased products, services and features are stipulated by the contract made between Huawei and the customer. All or part of the products, services and features described in this document may not be within the purchase scope or the usage scope. Unless otherwise specified in the contract, all statements, information, and recommendations in this document are provided "AS IS" without warranties, guarantees or representations of any kind, either express or implied.

The information in this document is subject to change without notice. Every effort has been made in the preparation of this document to ensure accuracy of the contents, but all statements, information, and recommendations in this document do not constitute a warranty of any kind, express or implied.

Huawei Technologies Co., Ltd.

Address: Huawei Industrial Base
Bantian, Longgang
Shenzhen 518129
People's Republic of China

Website: <https://www.huawei.com>

Email: support@huawei.com

Contents

1 Overview..... 1

1.1 Scope of Application..... 1

1.2 Purpose of Publication..... 1

1.3 Basic Definitions..... 1

2 Cloud Services Privacy Protection Responsibilities Breakdown..... 3

3 Overview of PDPO in Hong Kong SAR,China..... 5

3.1 Background of PDPO in Hong Kong SAR,China..... 5

3.2 Data Protection Principles of PDPO in Hong Kong SAR, China..... 5

3.3 HUAWEI CLOUD's Role under the PDPO..... 6

**4 How HUAWEI CLOUD Meets the Requirements of PDPO in Hong Kong SAR,China
..... 8**

4.1 HUAWEI CLOUD Privacy Commitment..... 8

4.2 HUAWEI CLOUD Basic Privacy Protection Principles..... 8

4.3 HUAWEI CLOUD Compliance Measures..... 9

**5 How HUAWEI CLOUD Supports Customers to Comply with PDPO in Hong Kong
SAR,China..... 19**

5.1 Customers' Privacy Protection Responsibilities..... 19

5.2 How HUAWEI CLOUD Products and Services Help Customers Implement Content Data Privacy and
Security..... 24

6 HUAWEI CLOUD Privacy Protection Related Certifications..... 30

7 Conclusion..... 32

8 Version History..... 33

1 Overview

1.1 Scope of Application

The information provided in this document applies to HUAWEI CLOUD and all its products and services available in the Hong Kong Special Administrative Region of the People's Republic of China ("Hong Kong SAR, China").

1.2 Purpose of Publication

This document is intended to help customers understand:

- HUAWEI CLOUD's privacy protection responsibility model;
- Privacy laws and regulations of Hong Kong SAR, China;
- HUAWEI CLOUD's responsibilities on compliance with privacy laws and regulations of Hong Kong SAR, China, as specified in the responsibility model;
- HUAWEI CLOUD's controls and achievements in privacy management;
- Customers' responsibilities and obligations when falling under the jurisdiction of privacy law of Hong Kong SAR, China, as specified in the responsibility model;
- How to leverage HUAWEI CLOUD's security products and services to achieve privacy compliance.

1.3 Basic Definitions

- **Personal Data**
Personally identifiable data recorded relating directly or indirectly to a living individual in a form in which it can be accessed or processed.
 - **Data User**
A person who, either alone or jointly or in common with other persons, controls the collection, holding, processing or use of the data.
 - **Data Subject**

In relation to personal data, means the individual who is the subject of the data.

– **Third Party**

A person other than the data subject, a relevant person in the case of the data subject, the data user or a person authorized in writing by the data user to collect, hold, process or use the data. Among them, relevant persons refer to:

- where the individual is a minor, a person who has parental responsibility for the minor;
- where the individual is incapable of managing his own affairs, a person who has been appointed by a court to manage those affairs;
- where the individual is mentally incapacitated, the guardian of that individual.

• **Data Processor**

A person who processes personal data not for its own purposes but on behalf of another person (the data user).

• **HUAWEI CLOUD**

HUAWEI CLOUD is the cloud service brand of the HUAWEI marquee, committed to providing stable, secure, reliable, and sustainable innovation cloud services.

• **Customer**

Registered users having a business relationship with HUAWEI CLOUD.

• **Account Information**

Personal data, such as names, phone numbers, email addresses, bank accounts and billing information provided by customers to HUAWEI CLOUD when creating or managing their HUAWEI CLOUD accounts. HUAWEI CLOUD acts as the data controller of any personal data included within account information.

• **Content Data**

Content stored or processed during the use of HUAWEI CLOUD services, including but not limited to data, documents, software, images, audio and video files. Content data may contain personal data, and as for the personal data in the content data, the customers act as the data user.

• **Processing**

In relation to personal data, includes amending, augmenting, deleting or rearranging the data, whether by automated means or otherwise.

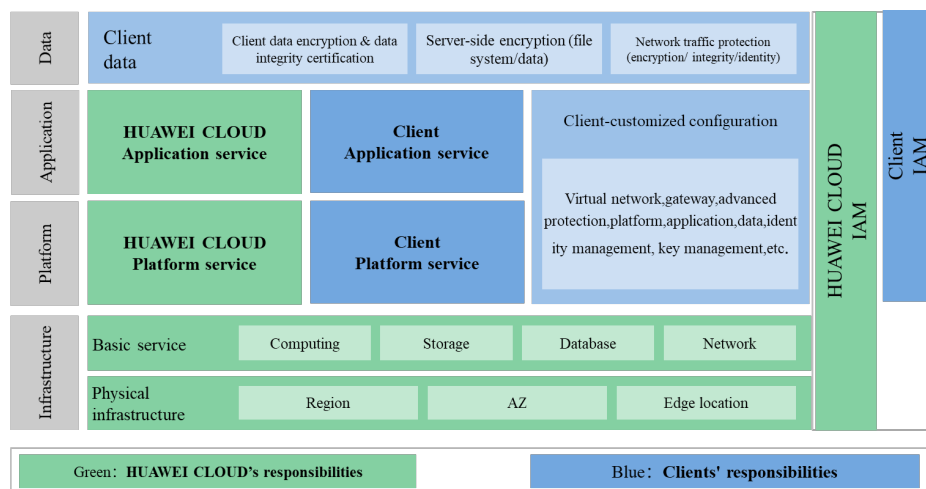
• **Direct Marketing**

To offer or advertise of the availability of goods, facilities or services or solicit donations or contributions for charitable, cultural, public, recreational, political, or other purposes through direct marketing. Direct marketing can be performed through mail, fax, e-mail or others means of communication to send information or products or directly call the specific person.

2 Cloud Services Privacy Protection Responsibilities Breakdown

Due to the complex cloud service business model, the privacy protection is not the sole responsibility of one single party, but requires the joint efforts of both the customer and HUAWEI CLOUD. As a result, HUAWEI CLOUD proposes a responsibility sharing model to help customers to understand the privacy protection responsibility scope for both parties and ensure the coverage of all areas of privacy protection. Below is an overview of the responsibilities distribution model between the customer and HUAWEI CLOUD:

Figure 2-1 Responsibility Sharing Model



As shown in the above figure, the privacy protection responsibilities are distributed between HUAWEI CLOUD and customers as below:

HUAWEI CLOUD: As the Cloud Service Provider (CSP), HUAWEI CLOUD is not only responsible for the security of personal data collected or processed during business operations and compliance, but also responsible for the **platform security**, which means providing secure and compliant infrastructure, cloud platform and software applications related to cloud services to customers.

- **Protection of Customer's Privacy:** HUAWEI CLOUD identifies and protects customers' personal data. HUAWEI CLOUD formulates privacy protection

policies from company policies, processes and operation levels and adopts active privacy control measures, such as anonymization, data encryption, system and platform security protection, and comprehensively protect the security of customers.

- **Platform and Customer Security Support:** HUAWEI CLOUD is responsible for the security and compliance of the platform and infrastructure involved in the cloud service, ensuring the applications' security and platform security levels to comply with the requirements of applicable privacy protection laws and regulations. At the same time, HUAWEI CLOUD provides customers with a variety of privacy protection technologies and services, such as access control, identity authentication, data encryption, logging and auditing functions, in order to help customers protect their privacy according to their commercial requirements.

Customer: As the purchaser of HUAWEI CLOUD's products and services, customers are free to decide on how to use the products or services and how to use cloud products or services to store and process content data, which may include personal data. Therefore, customers are responsible of **Content Security**, which is defined as the security and compliance of content data.

- **Content Data Protection:** Customers should correctly and comprehensively identify personal data in the cloud, formulate policies to protect the security and privacy of personal data, and finally select appropriate privacy protection measures. Specific measures include security configuration based on business and privacy protection requirements, such as operating system configuration, network settings, security protection, database encryption policy, and set appropriate access controls and password policies.
- **Respond to data subject's right requests:** Customers shall guarantee the rights of data subjects and respond to their requests in a timely manner. In the case of a personal data breach, the customer shall take adequate actions in accordance with regulatory requirements, such as notifying both the regulators and the data subjects or take mitigation measures.

3

Overview of PDPO in Hong Kong SAR, China

3.1 Background of PDPO in Hong Kong SAR, China

The "Personal Data (Privacy) Ordinance" (PDPO) was passed in 1995 in Hong Kong SAR, China, and came into force on December 1996 (with the exception of the individual provisions) applying to the processing of personal data in or from Hong Kong SAR, China. The PDPO underwent major revisions in 2012, including adding new requirements on the use of personal data for direct marketing and the inclusion of additional safeguards to address new privacy challenges and public concerns.

3.2 Data Protection Principles of PDPO in Hong Kong SAR, China

- **Principle 1: The purpose and manner of collection of personal data**
 - Data users shall collect personal data only for a lawful purpose directly related to a function or activity of the data user who is to use the data. Additionally, the scope of data collection shall be limited to the minimum required for the purposes for which they are collected;
 - Data users shall collect personal data in a lawful and fair manner;
 - If personal data is collected from the data subject, the data subject shall be informed whether it is obligatory for him to provide the data, the consequences for him if he fails to provide the data, the purpose for which the data is used, the type of person to whom the data may be transferred, and his rights to request access to data and to request the correction of the data.
- **Principle 2: Accuracy and duration of retention of personal data**
 - Data users shall take all practicable steps to ensure the accuracy of the personal data they hold; in case of data disclosure to a third party, if the data user finds that the personal data disclosed is wrong, it shall inform the third party and provide the accurate personal data;

- The data user shall take all practicable steps to ensure that personal data is not kept longer than is necessary for the fulfilment of the purpose for which it is or is to be used.
- **Principle 3: Use of personal data**

Unless the data user receives the prescribed consent voluntarily given by the data subject and it is in the best interest of the data subject, personal data shall only be used for purposes provided at the time of collection or directly related to it.
- **Principle 4: Security of personal data**
 - Data users shall take all practicable steps to ensure that any personal data held by the data user is protected against unauthorized or accidental access, processing, erasure, loss or use;
 - In particular, data users shall take into account not only the data type and the damage that could result if any of the aforementioned things occur, but also any measures taken for ensuring the integrity, prudence and competence of persons having access to the data;
 - If a data user engages a data processor to process personal data on the data user's behalf, the data user must adopt contractual or other means to prevent unauthorized or accidental access, processing, erasure, loss or use of the data transferred to the data processor for processing.
- **Principle 5: Transparency**

Data users are required to take all practicable steps to ensure that any person can ascertain a data user's policies and practices in relation to personal data, as well as be informed on the type and purposes of personal data held by a data user.
- **Principle 6: Access to personal data**
 - Data subjects have the right to request access to and correction of their personal data;
 - If the data user denies the data subject's request for access to or correction of their personal data, the reason shall be provided.

3.3 HUAWEI CLOUD's Role under the PDPO

Personal data processed by HUAWEI CLOUD mainly includes personal data within customers' content data and personal information provided by customers when creating or managing their HUAWEI CLOUD accounts. As customers have full control over their content data, when processing personal data included in content data, HUAWEI CLOUD is generally regarded as the data processor. HUAWEI CLOUD acts as the data user when dealing with personal data provided by customers when registering, or continuously managing, their HUAWEI CLOUD accounts.

- **HUAWEI CLOUD acts as the data user of customers' personal data:**

When a customer performs operations on HUAWEI CLOUD platform, including but not limited to registering, purchasing services, real-name authentication and service support, HUAWEI CLOUD will collect some personal data, such as the customer's name, address, ID number, bank accounts, and other types of information according to the service used. HUAWEI CLOUD is ultimately responsible for the security and privacy

protection of customers' personal data, ensuring that the collection, processing and storage procedures comply with legal requirements, and adequately responding to data subjects' requests.

- **HUAWEI CLOUD acts as the data processor of customers' content data:**

When customers use HUAWEI CLOUD services or applications on behalf of a data user to process personal data included in their content, HUAWEI CLOUD is the data processor. HUAWEI CLOUD processes personal data on behalf of customers in accordance with signed agreements or instructions from the data user.

4

How HUAWEI CLOUD Meets the Requirements of PDPO in Hong Kong SAR,China

4.1 HUAWEI CLOUD Privacy Commitment

HUAWEI CLOUD has placed cyber security and privacy protection as top priorities. HUAWEI CLOUD has integrated cyber security and privacy protection into its cloud services providing and promising to provide customers with stable, reliable, secure, trustworthy, and evolvable services while respecting and protecting customers' privacy.

HUAWEI CLOUD solemnly treats and actively assumes corresponding responsibilities to comply with global privacy protection laws and regulations. HUAWEI CLOUD not only has set up professional privacy protection teams, but also develops and optimizes processes and new technologies, and continuously builds up privacy protection capabilities to achieve its own privacy protection objectives: strictly safeguarding services' boundaries, protecting customers' personal data security, and helping customers implement privacy protections.

4.2 HUAWEI CLOUD Basic Privacy Protection Principles

- **Lawfulness, Fairness and Transparency**

HUAWEI CLOUD processes personal data of data subjects lawfully, fairly and in a transparent manner.

- **Purpose Limitation**

HUAWEI CLOUD collects personal data for specific, explicit and lawful purposes and will not further process the data in a manner that is incompatible with those purposes.

- **Data Minimization**

When HUAWEI CLOUD processes personal data, personal data shall be adequate, relevant, and limited to what is necessary in relation to the purposes for which the data is processed. Personal data will be anonymized or pseudonymized to the extent possible to reduce the risks for data subjects.

- **Accuracy**
HUAWEI CLOUD ensures that personal data is accurate and, when necessary, kept up to date. Every reasonable step must be taken to ensure that inaccurate personal data is erased or rectified without delay depending on the purpose of data processing.
- **Storage Limitation**
Personal data will not be kept beyond the period necessary for the purposes of data processing.
- **Integrity and Confidentiality**
Taking into account the existing technical capabilities, implementation costs, and likelihood and severity of privacy risks, HUAWEI CLOUD processes personal data in a manner that ensures appropriate security of the personal data, including protection against accidental or unlawful destruction, loss, alteration, or unauthorized access and disclosure by using appropriate technical or organizational measures.
- **Accountability**
HUAWEI CLOUD is responsible for and able to demonstrate its compliances with the preceding principles.

4.3 HUAWEI CLOUD Compliance Measures

As a data user, HUAWEI CLOUD is responsible for protecting the privacy of personal data within customers' account information. Therefore, HUAWEI CLOUD has adopted privacy protection mechanism and technology to meet the compliance of PDPO's six data protection principles. For each data protection principle, HUAWEI CLOUD has taken the following measures to fulfill the responsibilities when acting as the data user:

Data Protection Principles	HUAWEI CLOUD's Privacy Protection Responsibilities (Acting as the Data User)	Measures Taken by HUAWEI CLOUD
Purpose and Manner of Collection of Personal Data	<ol style="list-style-type: none"> 1. Data users shall collect personal data only for a lawful purpose directly related to a function or activity of the data user who is to use the data. Additionally, the scope of data collection shall be limited to the minimum required for the purposes for which they are collected; 2. Data users shall collect personal data in a lawful and fair manner; 3. Where the personal data is collected directly from the data subject, the data subject shall be informed whether it is obligatory for him/her to supply the data and the consequences for him/her if he/she fails to supply the data, the purpose of using the data, the type of person to whom the data may be transferred, and his/her rights to request access to and to request the correction of the data. 	<ol style="list-style-type: none"> 1. HUAWEI CLOUD conducts privacy impact assessments on products and services involving personal data, ensuring that the scope of data collection is limited to the minimum based on each product's collection purpose, so as to avoid excessive collection of personal data; 2. HUAWEI CLOUD collects personal data only when necessary for providing services. The purpose and manner of collection principle includes: user consent, contract enforcement, legal compliance, protection of not only organizations' legitimate interests, but also data subjects and others' key benefits; 3. When registering for a HUAWEI CLOUD account, the customer is presented with the "Privacy Statement" where HUAWEI CLOUD introduces how the customer's personal data is collected and processed, also informing the data subject regarding the necessity of the data collection and the consequences if the data subject fails to supply the data, as well as the type of person to whom the data may be transferred, and his/her rights to request access to correction of their personal data.

Data Protection Principles	HUAWEI CLOUD's Privacy Protection Responsibilities (Acting as the Data User)	Measures Taken by HUAWEI CLOUD
Accuracy and Duration of Retention of Personal Data	<ol style="list-style-type: none"> 1. Data users shall take all practicable steps to ensure the accuracy of the personal data they hold; in case of data disclosure to a third party, if the data user finds that the personal data disclosed is wrong, it shall inform the third party and provide the accurate personal data; 2. The data user shall take all practicable steps to ensure that personal data is not kept longer than is necessary for the fulfilment of the purpose for which is or is to be used. 	<ol style="list-style-type: none"> 1. When collecting personal data, HUAWEI CLOUD requires the entry of a verification obtained through the e-mail address or mobile phone to verify the data subject. In order to achieve the highest level of accuracy of the personal data as much as possible according to the data subjects' correction request, data subjects can apply for personal data correction through the following channels: <ul style="list-style-type: none"> • Sending an email to the address provided in the privacy statement; • Submitting a request through the feedback page on HUAWEI CLOUD official website; • Submitting a request through the service ticket page. 2. HUAWEI CLOUD regularly reviews the collection, use and disclosure purposes of personal data, and anonymizes or deletes personal data that are no longer needed; Customers can also delete the data which is saved in HUAWEI CLOUD by cancelling their account on the official website.

Data Protection Principles	HUAWEI CLOUD's Privacy Protection Responsibilities (Acting as the Data User)	Measures Taken by HUAWEI CLOUD
Use of Personal Data	Unless the data user receives the prescribed consent voluntarily given by the data subject and it is in the best interest of the data subject, personal data shall only be used for purposes provided at the time of collection or directly related to it.	<p>HUAWEI CLOUD uses or discloses data only under purposes agreed by the customer:</p> <ul style="list-style-type: none"> • When the customer is registering an account, Huawei Cloud provides the customer with the privacy statement and obtains his/her consent; • When the scope or use purpose of personal data collected by a product or service changes, the privacy statement will be updated accordingly and customers will be asked again for their consent; • Where the purchase or after-sales service involves the collection or use of personal data for purposes other than those stated in the privacy statement, an additional privacy statement will be provided within the product agreement requiring the data subject's consent.

Data Protection Principles	HUAWEI CLOUD's Privacy Protection Responsibilities (Acting as the Data User)	Measures Taken by HUAWEI CLOUD
Security of Personal Data	<ol style="list-style-type: none"> 1. Data users shall take all practicable steps to ensure that any personal data held by a data user is protected against unauthorized or accidental access, processing, erasure, loss or use; 2. In particular, data users should take into account not only the type of data and the harm that could result if any of the aforementioned things should occur, but also any measures taken for ensuring the integrity, prudence and competence of persons having access to the data. 3. If a data user engages a data processor to process personal data on the data user's behalf, the data user shall adopt contractual or other means to prevent data processor from unauthorized or accidental accessing, processing, deleting, losing or using of the personal data. 	<ol style="list-style-type: none"> 1. HUAWEI CLOUD has adopted strict administrative and technical controls to ensure personal data security in terms of: <ul style="list-style-type: none"> • Authentication: strict password policy and multi-factor authentication are adopted; • Permission management: role-based access control and permission management for operation and maintenance personnel is implemented; • Data storage and transmission: sensitive data encryption is adopted; • Data processing: logging and auditing of data processing is adopted to monitor and audit the access to the key systems; • Customers can also verify the privacy security controls within HUAWEI CLOUD's environment through HUAWEICLOUD security reports or certifications obtained. HUAWEI CLOUD has obtained multiple certifications in relation to privacy compliance international standard, including ISO 27701, ISO 29151, ISO 27018, BS 10012, SOC2 Type1, privacy audit reports (please refer to Chapter 6 for a detailed introduction of

Data Protection Principles	HUAWEI CLOUD's Privacy Protection Responsibilities (Acting as the Data User)	Measures Taken by HUAWEI CLOUD
		<p>certifications). Among all the international standards, ISO27018 is the international code of conduct focusing on the privacy protection regarding cloud, its adoption indicates that HUAWEI CLOUD has a complete privacy protection management system.</p> <p>2. HUAWEI CLOUD has set up a 7x24 hour professional security incident response team. This team handles personal data breaches in a timely manner in compliance with applicable laws and regulations and executes the adequate contingency plan and recovery process to reduce the impact on customers.</p> <p>3. To provide customers with the necessary transaction, service and security support, HUAWEI CLOUD may share some personal data with third parties. In such a case, HUAWEI CLOUD shall sign an agreement with the involved third parties stipulating personal data processing requirements. Such data processing requirements may include: personal data should not be used or stored for purposes other than the ones previously stated, ensuring data security with appropriate technical and administrative controls, informing HUAWEI CLOUD in case of a data breach, and assisting in data</p>

Data Protection Principles	HUAWEI CLOUD's Privacy Protection Responsibilities (Acting as the Data User)	Measures Taken by HUAWEI CLOUD
		<p>subject's request response.</p> <p>When transferring personal data to a third party, HUAWEI CLOUD uses encrypted channels in order to ensure the personal data security.</p>
Transparency	<p>All practicable steps must be taken to ensure that any person can ascertain a data user's policies and practices in relation to personal data, as well as be informed of the type and use purposes of personal data held by the data user.</p>	<p>HUAWEI CLOUD has published a series of white papers related to privacy on the cloud, privacy protection principles, privacy protection technologies, privacy protection concepts, privacy service recommendations and obtained privacy certifications, accessible in the Trust Center where customers can review HUAWEI CLOUD's policies and practices regarding personal data.</p> <p>When registering to HUAWEI CLOUD, customers are presented with the "Privacy Statement" requiring their consent. The privacy statement shows the type of personal data the data user holds and its use purpose. Customers can also directly check HUAWEI CLOUD's "Privacy Statement" on the official website.</p> <p>Additional privacy notices will be provided in the product agreement if the purchase or after-sales service of the related product involves the collection or use of personal data for purposes other than those originally stated in the privacy statement.</p>

Data Protection Principles	HUAWEI CLOUD's Privacy Protection Responsibilities (Acting as the Data User)	Measures Taken by HUAWEI CLOUD
Access to Personal Data	Request from data subjects to access or correct personal data should be answered accordingly. If the data user refuses to provide an appropriate response to data subjects' rights, reasons shall be provided.	<p>HUAWEI CLOUD provides customers with several communication channels to access and correct their personal data, , including:</p> <ul style="list-style-type: none"> • Sending a request through the e-mail address indicated in the "Privacy Statement"; • Sending a request through the feedback page of HUAWEI CLOUD official website; • Submitting a request through the service ticket page. <p>HUAWEI CLOUD will respond and process the request immediately after verifying the identity of the requestor in accordance with the PDPO's requirements.</p>

In addition to the six foundational data protection principles, HUAWEI CLOUD has also paid particular attention to the following three key domains covered in the PDPO and has taken corresponding measures to ensure compliance.

Key Items	HUAWEI CLOUD's Privacy Protection Responsibilities (Acting as the Data User)	Measures Taken by HUAWEI CLOUD
Direct Marketing	<ol style="list-style-type: none"> Before using personal data in direct marketing, the customer should inform the data subject about the type of personal data and the promotion objective in order to ask for his consent. Data subjects shall be informed when the personal data is used in direct marketing for the first time. If requested by the data subject, HUAWEI CLOUD shall stop using his personal data in direct marketing 	<ol style="list-style-type: none"> In the process of registration on HUAWEI CLOUD official website account, the data subject would be required to decide whether his/her personal data could be used for direct marketing. Only after obtaining the consent of the data subject can HUAWEI CLOUD send the marketing information to the data subject. Only after the data subject agrees to the direct marketing can HUAWEI CLOUD send the direct marketing information to the data subject via SMS or email. If the data subject decides to terminate the consent on using his/her personal data for direct marketing, it can be modified in the message reception configuration of the user center.
Personal Data Breach Handling	In the case of a personal data breach, HUAWEI CLOUD shall immediately collect important information, contact relevant persons, prevent the expansion of the event, assess the incident risk and inform the data subject regarding the current situation.	HUAWEI CLOUD has set up a 7x24 hour professional security incident response team. This team handle personal data breaches in a timely manner in compliance with applicable laws and regulations and executes the adequate contingency plan and recovery process to reduce the impact on customers.

Key Items	HUAWEI CLOUD's Privacy Protection Responsibilities (Acting as the Data User)	Measures Taken by HUAWEI CLOUD
Cross-border Transfer	<ol style="list-style-type: none">1. When it comes to cross-border transmission of personal data in Hong Kong SAR, China, HUAWEI CLOUD needs to consider whether the destination region provides similar privacy protection.2. If personal data is transferred outside Hong Kong SAR, China, HUAWEI CLOUD shall obtain data subject's consent.3. The current regulation on cross-border transfer in the PDPO (article 33) has not been enforced at the time of this document publication.	In the privacy statement, HUAWEI CLOUD informs customers that their personal data may be transmitted and stored to other countries and regions, and asks for customer's consent.

5 How HUAWEI CLOUD Supports Customers to Comply with PDPO in Hong Kong SAR,China

5.1 Customers' Privacy Protection Responsibilities

When the customer is the data user and HUAWEI CLOUD provides assistance in processing personal data included in the customer's content data, the customer is likely to fall within the PDPO's jurisdiction. If he does, the customer shall comply with the data protection principles within the PDPO, and HUAWEI CLOUD will do its best to help the customer achieve personal data security compliance with the PDPO.

Data Protection Principles	Customer's Responsibilities (Acting as the Data Controller)	HUAWEI CLOUD Service Support Provided To Customers (Acting as the Data Processor)
Purpose and Manner of Collection of Personal Data	<p>The customer shall ensure that content data is used for purposes consistent with applicable laws and regulations.</p> <p>The customer shall ensure that personal data already collected is kept to the minimum necessary for business purposes, and that non-essential personal data are not collected.</p> <p>Customers should collect personal data in a lawful and fair manner.</p> <p>Where the person from whom personal data is or is to be collected is the data subject, all practicable steps shall be taken to ensure he/she is informed about the purpose for which the data will be used, whether it is obligatory for him to supply the data and the consequences for him/her if he/she fails to supply the data, the type of person to whom the data may be transferred, and his/her rights to request access to and to request the correction of the data.</p>	<p>As a data processor, HUAWEI CLOUD only follows the customer's instructions regarding data processing. The purpose and scope of content data collection are managed by the customer.</p> <p>Some of HUAWEI CLOUD products and services provide customers with interfaces to embed privacy statements and functions to record operations related to the data subject giving his content, so as to help customers inform their data subjects of their personal data processing policies.</p>

Data Protection Principles	Customer's Responsibilities (Acting as the Data Controller)	HUAWEI CLOUD Service Support Provided To Customers (Acting as the Data Processor)
Accuracy and Duration of Retention of Personal Data	<p>Customers shall take all practicable steps to ensure the accuracy of the personal data they hold;In case of data disclosure to a third party, if the data user finds that the personal data disclosed is wrong, it shall inform the third party and provide the accurate material to rectify.</p> <p>The customer shall take all practicable steps to ensure that that personal data is not kept longer than is necessary for the fulfilment of the purpose for which is or is to be used.</p>	<p>HUAWEI CLOUD provides customers with a variety of data security and privacy protection tools, such as vulnerability scanning services and Web application firewall, to help customers ensure that their content data is accurate and not tampered with.</p> <p>Data deletion function is provided in most HUAWEI CLOUD products or services enabling customers to delete content data.</p>
Use of Personal Data	<p>Unless the data user receives consent voluntarily given by the data subject and it is in his best interest, personal data shall only be used for purposes provided at the time of collection or directly related to it.</p>	<p>Some of HUAWEI CLOUD products and services provide customers with interfaces to embed privacy statements and functions to record relevant activities, so as to help customers inform data subjects of their personal data processing policies.</p>

Data Protection Principles	Customer's Responsibilities (Acting as the Data Controller)	HUAWEI CLOUD Service Support Provided To Customers (Acting as the Data Processor)
Security of Personal Data	<p>Customers shall take all practicable steps to ensure that any personal data held by a data user is protected against unauthorized or accidental access, processing, erasure, loss or use.</p> <p>In particular, customers should take into account the kind of data and the harm that could result in if any of those things should occur, any measures taken for ensuring the integrity, prudence and competence of persons having access to the data.</p> <p>If the customer engages a data processor to process personal data on the data user's behalf, the data user must adopt contractual or other means to prevent unauthorized or accidental access, processing, erasure, loss or use of the data transferred to the data processor for processing.</p>	<p>HUAWEI CLOUD products provide access control, network isolation and other security configurations.</p> <p>HUAWEI CLOUD provides specialized security products to help customers improve their security capabilities in certain areas, such as database security services, advanced anti-DDoS, vulnerability scanning services, etc.</p>
Transparency	<p>The customer needs to inform the data subject about the types and purposes of personal data held by the customer, as well as the policies and controls implemented to protect personal data.</p>	<p>Some of HUAWEI CLOUD products and services provide customers with interfaces to embed privacy statements and functions to record relevant activities, so as to help customers inform their data subjects of their personal data processing policies. In the privacy notice, the customer can inform the data subject about the kind and purpose of personal data held to the data subject, as well as the policies and controls implemented to ensure its protection.</p>

Data Protection Principles	Customer's Responsibilities (Acting as the Data Controller)	HUAWEI CLOUD Service Support Provided To Customers (Acting as the Data Processor)
Access to Personal Data	Request from data subjects to access or correct personal data should be answered accordingly. If the customer refuses to provide an appropriate response to data subjects' rights, reasons shall be provided.	HUAWEI CLOUD has a dedicated team to ensure communication and contact with customers. Customers can seek assistance from HUAWEI CLOUD by sending a service ticket.

Furthermore, when acting as the data user, customers need to refer to the provisions made in the PDPO regarding direct marketing, personal data breach handling and cross-border transfer to which HUAWEI CLOUD is providing compliance support to its customers for each of the items listed below.

Priorities	Customer's Responsibilities (Acting as the Data Controller)	HUAWEI CLOUD Service Support Provided To Customers (Acting as the Data Processor)
Direct Marketing	Before using personal data in direct marketing, the customer should inform the data subject about the type of personal data and the promotion objective and ask for his consent. Data subjects shall be informed when the personal data is used in direct marketing for the first time. If requested by the data subject, the customer shall stop using his personal data in direct marketing	Some of HUAWEI CLOUD products and services provide customers with interfaces to embed privacy statements and functions to record relevant operations, so as to help customers inform their data subjects of their personal data processing policies.

Priorities	Customer's Responsibilities (Acting as the Data Controller)	HUAWEI CLOUD Service Support Provided To Customers (Acting as the Data Processor)
Personal Data Breach Handling	In the case of a personal data breach, customers shall immediately collect important information, contact relevant persons and contain the incident from expanding, assess the incident risk and inform the data subject regarding the current situation	HUAWEI CLOUD has a dedicated team to ensure communication and contact with customers. Customers can seek assistance from HUAWEI CLOUD by sending a service ticket.
Cross-border Transfer	<p>When it comes to cross-border transmission of personal data in Hong Kong SAR, China, the customer needs to consider whether the destination region provides similar privacy protection.</p> <p>If personal data is transferred outside Hong Kong SAR, China, the customer shall obtain data subject's consent.</p> <p>The current regulation on cross-border transmission in the PDPO (article 33) has not been enforced at the time of this document publication.</p>	Some of HUAWEI CLOUD products and services provide customers with interfaces to embed privacy statements and functions to record relevant activities. In the privacy statement, customers can inform the data subject that their personal data may be transmitted to and stored in other countries and regions.

5.2 How HUAWEI CLOUD Products and Services Help Customers Implement Content Data Privacy and Security

HUAWEI CLOUD has a deep understanding of the importance of customers' privacy protection needs, combining it with its own privacy protection practices and technical capabilities in order to help customers to achieve compliance with the PDPO leveraging HUAWEI CLOUD products and services. HUAWEI CLOUD provides customers with a large range of products and services such as networking products, database products, security products, solutions for management and deployment as well as other products. Data protection, data deletion, network

isolation, rights management and other functions implemented in HUAWEI CLOUD products can help customers implement privacy and security of content data.

- **Management and Deployment of Products**

Product	Description	Corresponding privacy protection obligations
Identity and Access Management (IAM)	<p>Identity and Access Management (IAM) provides identity authentication and permissions management. With IAM, customers can create users for employees, applications, or systems in their organization, and control the users' permissions on owned resources.</p> <p>Through IAM, customers can perform user management, identity authentication, and fine-grained resource access control on the cloud to prevent unauthorized modification of content data.</p>	<p>Security of Personal Data;</p> <p>Accuracy and Duration of Retention of Personal Data</p>
Cloud Trace Service (CTS)	<p>Customers can review logs to perform security analysis, audit compliance, and locate issues, etc.</p> <p>Customers can configure CTS object storage service to save operation records to CTS in real time and for a long period, protect the right to know of data subjects, and enable quick searching.</p>	<p>Access to Personal Data;</p> <p>Personal Data Breach Handling</p>
Cloud Eye Service (CES)	<p>Providing customers with a multidimensional monitoring platform for elastic cloud servers, bandwidth and other resources.</p> <p>Through "Cloud Eye", customers can have a comprehensive understanding of HUAWEI CLOUD resources usage and business operations status, and respond to alarms in time to ensure business continuity.</p>	<p>Security of Personal Data;</p> <p>Personal Data Breach Handling</p>

Log Tank Service (LTS)	<p>Providing functions such as log collection, real-time query and storage, which can be used to make real-time decision analysis, improve the efficiency of log processing, and help customers to cope with daily operations and maintenance scenarios such as real-time logs collection and query analysis without development's requirements.</p> <p>Customers can keep records of operations on personal data through LTS to guarantee the data subjects' right to know.</p>	<p>Security of Personal Data; Personal Data Breach Handling; Access to Personal Data</p>
-------------------------------	--	--

- **Security Products**

Product	Description	Corresponding privacy protection obligations
Database Security Service (DBSS)	<p>Database Security Service (DBSS) uses machine learning mechanism and big data technologies to protect customers' databases on the cloud, audit and detect risky behaviors, such as SQL injection, operational risks identification, etc.</p> <p>Customers can use DBSS to detect potential risks and ensure the security of their databases.</p>	<p>Security of Personal Data; Accuracy and Duration of Retention of Personal Data</p>

Data Encryption Workshop (DEW)	<p>Data Encryption Workshop (DEW) is a full-stack data encryption service. It covers Key Management Service (KMS), Key Pair Service (KPS), and Dedicated HSM. With DEW, customers can develop customized encryption applications, and integrate it with other HUAWEI CLOUD services to meet the most demanding encryption scenarios. Customers can also use the service to develop their own encryption applications.</p> <p>Customers can use DEW for centralized key lifecycle management to ensure the integrity of data storage procedures.</p>	<p>Security of Personal Data; Accuracy and Duration of Retention of Personal Data</p>
Web Application Firewall (WAF)	<p>Web Application Firewall (WAF) can conduct multi-dimensional detection and protection of website traffic, combining with deep machine learning to identify malicious requests, protect against unknown threats, and block common attacks such as SQL injection or cross-site scripting.</p> <p>Customers can use WAF to protect their websites or servers from external attacks that affect the availability, security, or unwanted additional resources consumption of their web applications, reducing the risk of data tampering and theft.</p>	<p>Security of Personal Data; Accuracy and Duration of Retention of Personal Data</p>

Vulnerability Scan Service (VSS)	Vulnerability Scan Service (VSS) is a multi-dimensional security detection service, with five core functions: web vulnerability scanning, asset content compliance detection, configuration baseline scanning, operating system vulnerability scanning, and identification of systems with a weak password. VSS enables customers to protect their data integrity by automatically identifying security threats on their exposed websites or servers.	Security of Personal Data; Accuracy and Duration of Retention of Personal Data
Advanced Anti-DDoS (AAD)	Advanced Anti-DDoS (AAD) is a value-added security defense service that defends against large volumetric DDoS attacks on Internet servers. Customers can configure AAD to divert the attack traffic to high-defense IP addresses with significant defense capabilities for scrubbing, keeping customers' business stable and reliable.	Security of Personal Data; Accuracy and Duration of Retention of Personal Data

- **Network Products**

Product	Description	Corresponding privacy protection obligations
Virtual Private Network (VPN)	Virtual Private Network (VPN) establishes a flexible, scalable IPsec encrypted communication channel between customers' local data center and their VPC on HUAWEI CLOUD. Customers can build a flexible and scalable hybrid cloud computing environment, and improve their security posture with encryption of the communication channel.	Security of Personal Data

Virtual Private Cloud (VPC)	<p>Virtual Private Cloud (VPC) enables customers to create private, isolated virtual networks on HUAWEI CLOUD. Customers can configure IP address ranges, subnets, and security groups, assign Elastic IP (EIP) addresses, and allocate bandwidth in a VPC.</p> <p>VPC is the customer's private network on the cloud, with 100% isolation from other customers, enhancing the data security on the cloud.</p>	Security of Personal Data
------------------------------------	--	---------------------------

- **Storage Products**

Product	Description	Corresponding privacy protection obligations
Volume Backup Service (VBS)	<p>Volume Backup Service (VBS) creates online permanent incremental backup for cloud hard disk, automatically encrypts the backup disk data, and can restore the data to any backup point to enhance data availability.</p> <p>VBS can reduce the possibility of virus attack, human error deletion as well as hardware or software failure, protect data security and reliability, and reduce the risk of data tampering.</p>	Security of Personal Data; Accuracy and Duration of Retention of Personal Data
Cloud Server Backup Service (CSBS)	<p>Cloud Server Backup Service (CSBS) can simultaneously create a consistent online backup of multiple cloud drives within the cloud server.</p> <p>CSBS can reduce the possibility of virus attack, human error deletion as well as hardware or software failure, protect data security and reliability, and reduce the risk of data tampering.</p>	Security of Personal Data; Accuracy and Duration of Retention of Personal Data

6 HUAWEI CLOUD Privacy Protection Related Certifications

HUAWEI CLOUD complies with all applicable privacy laws and regulations in the place where it operates. HUAWEI CLOUD has a professional legal team to closely monitor the update of laws and regulations, continuously track and analyze global laws and regulations, and ensure compliance with applicable laws and regulations.

HUAWEI CLOUD's capabilities and achievements in privacy protection and personal data security have been widely recognized worldwide. Up to now, HUAWEI CLOUD has obtained almost 20 certifications from more than ten organizations inside and outside China, including regional certifications on data security and global standard certifications related to privacy and data security.

Privacy Related Standard Certifications:

- **ISO 27701**
Privacy information management system certification. The ISO 27701 certification shows that HUAWEI CLOUD has established a solid management system related to data privacy protection.
- **ISO 29151**
International practical guide to the protection of personal identity information. The adoption of ISO 29151 confirms HUAWEI CLOUD's implementation of internationally recognized management measures for the entire lifecycle of personal data processing.
- **ISO 27018**
International code of conduct focused on the protection of personal data in Cloud. The adoption of ISO 27018 indicates that HUAWEI CLOUD has met the requirements of an internationally recognized personal data protection measures of public cloud platform, and can guarantee the security of customers' personal data.
- **BS 10012**
Personal information data management system standard issued by the British Standards Institute (BSI). The BS 10012 certification indicates that HUAWEI CLOUD offers a complete personal data protection system to ensure personal data security.
- **SOC2 Audit**

An independent audit report issued by a third party audit institution based on the relevant guidelines developed by the American Institute of Certified Public Accountants (AICPA) for the system and internal control of outsourced service providers. At present, HUAWEI CLOUD has passed the audit of SOC2 type 1 Privacy Principle, which proves that HUAWEI CLOUD has reasonable control measures in terms of cloud management and technology.

Data Security Standard Certifications:

- ISO 27001 Information Security Management System Certification
- ISO 27017 Cloud Service Information Security Management System
- ISO 20000 Information Technology Service Management System Certification
- ISO 22301 Business Continuity Management System, CSA STAR Cloud Security International Gold Certification
- PCI DSS Third-Party Payment Industry Data Security Standard Certification
- International Common Criteria (CC) EAL3+ Security Assessment Standard

Regional Security Certifications:

- Multi-Tier Cloud Security(MTCS) Level3 (Singapore)
- Certification for the Capability of Protecting Cloud Service User Data (China)
- Trusted Cloud Service (China)
- Classified Cybersecurity Protection of China's Ministry of Public Security (China)
- Gold Operations and Management certification (China)
- Cloud Service Security Certification by Cyberspace Administration of China (China)
- ITSS Cloud Computing Service Capability Evaluation by the Ministry of Industry and Information Technology (China).

7 Conclusion

HUAWEI CLOUD always adheres to HUAWEI's "customer-centric" core values, fully understands the importance of customer personal data security, and respects and protects customer privacy rights. HUAWEI CLOUD uses industry-wide security and privacy protection technologies and provides customers with capabilities through cloud services and solutions to help customers cope with increasingly complex and open network environments and increasingly strict privacy protection laws and regulations.

To satisfy the requirements of local privacy protection laws and regulations, HUAWEI CLOUD follows up on the updates of relevant laws and regulations, converting new requirements into internal HUAWEI CLOUD regulations, and optimizing internal processes to ensure that all activities carried out by HUAWEI CLOUD meet the requirements of laws and regulations. HUAWEI CLOUD continuously develops and launches privacy protection related services and solutions to help customers implement privacy protection laws and regulations in each region.

Compliance with protection laws and regulations is a long-term and multi-disciplinary activity. HUAWEI CLOUD is committed to continuously improving capabilities in the future in order to satisfy relevant laws and regulations and to build a secure and trustworthy cloud platform for customers.

This white paper is for reference only and does not have any legal effect or constitutes a legal advice. Customers should assess their use of cloud services as appropriate and ensure compliance with the PDPO when using HUAWEI CLOUD.

8 Version History

Date	Version	Description
2020-07-10	1.0	First release