

Compliance at Zoho

| | Certifications |
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|  | <p>ISO/IEC 27001 is one of the most widely recognized independent international security standards. This certificate is awarded to organizations that comply with ISO's high global standards. Zoho has earned ISO/IEC 27001:2013 certification for Applications, Systems, People, Technology, and Processes</p> |
| <p>IS 642819 ISO/IEC 27001</p> | <p>Applicable to- All cloud services and on-premise products of Zoho, ManageEngine, Site24x7, Qntrl and GSP Solution.</p> |
|  | <p>ISO/IEC 27701 is an extension to the ISO/IEC 27001 and ISO/IEC 27002 standards for privacy management within the context of the organization. The certification standard is designed to enhance the existing Information Security Management System (ISMS) with additional requirements in order to establish, implement, maintain, and continually improve a Privacy Information Management System (PIMS). This standard enables organizations to demonstrate compliance with the various privacy regulations around the world that are applicable to them.</p> |
| <p>PM 732705 ISO/IEC 27701</p> | <p>Applicable to- All business units, cloud services and on-premise products of Zoho, ManageEngine, Site24x7 and Qntrl which function in the capacity of a PII controller and/or as a PII Processor.</p> |
|  | <p>ISO/IEC 27017 gives guidelines for information security controls applicable to the provision and use of cloud services by providing additional implementation guidance for relevant controls specified in ISO/IEC 27002 and additional controls with implementation guidance that specifically relate to cloud services.</p> |
| <p>CLOUD 714132 ISO/IEC 27017</p> | <p>Zoho is certified with ISO/IEC 27017:2015 - Information technology - Security techniques - Code of practice for information security controls based on ISO/IEC 27002 for cloud services.</p> |
|  | <p>ISO 9001 is defined as the international standard that specifies requirements for a Quality Management System (QMS). Organizations use the standard to demonstrate the ability to consistently provide quality products and services that meet customer and regulatory requirements. Zoho Desk, Zoho HRMS and Finance suite of applications comply with ISO 9001 requirements.</p> |
| <p>FS 724104 ISO 9001</p> | <p>Applicable to- Zoho Desk, Zoho HRMS products (ie) Zoho people, Zoho Payroll and Zoho finance Plus products (ie) Zoho Books, Zoho Invoice, Zoho Inventory, Zoho Subscriptions, Zoho Expense, Zoho Checkout.</p> |

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|  <p>Intertek ISO/IEC 20000</p> | <p>ISO/IEC 20000 is the leading international IT Service Management System (SMS) standard, with the objective to ensure the quality of the IT services. It specifies requirements for an organization to establish, implement, maintain and continually improve a service management system and it supports the management of the service lifecycle, including the planning, design, transition, delivery and improvement of services to meet the service requirements and deliver value.</p> <p>Applicable to- Network Operations Center (NOC) and Data Center (DC) Operations of Zoho Corporation.</p> |
|  <p>SOC 2</p> | <p>Zoho is SOC 2 Type II compliant. SOC 2 is an evaluation of the design and operating effectiveness of controls that meet the AICPA's Trust Services Principles criteria.</p> <p>Applicable to- All cloud services and on-premise products of Zoho, ManageEngine, Site24x7, Qntrl and GSP Solution.</p> |
|  <p>SOC 2 + HIPAA</p> | <p>SOC 2 + HIPAA - An independent third-party audit firm has examined the description of the system related to Application Development, Production Support and the related General Information Technology Controls for the services provided to customers, from Zoho offshore development center, based on <u>Security, Privacy and breach requirements</u> set forth in the Health Insurance Portability and Accountability Act ("HIPAA") Administrative Simplification. The responsibility of Zoho is limited to the extent it acts as a 'Business Associate'.</p> <p>Applicable to- Zoho CRM, Zoho Desk, Zoho Mail, Zoho Creator, Zoho Projects, Zoho Work drive (including Zoho Writer, Zoho Sheet, Zoho Show), Zoho Sign, Zoho People, Zoho Books, Zoho Invoice, Zoho Inventory, Zoho Subscriptions, Zoho Expense, Zoho Checkout, Zoho Payroll, ManageEngine Desktop Central and ManageEngine ServiceDesk Plus Cloud.</p> |
|  <p>CSA STAR Self-Assessment</p> | <p>The Cloud Security Alliance is a non-profit organization formed to define and raise awareness of best practices to help ensure a secure cloud computing environment and to help potential cloud customers make informed decisions when transitioning their IT operations to the cloud. The Consensus Assessments Initiative Questionnaire(CAIQ) is submitted by the cloud providers to document compliance with the Cloud Controls Matrix (CCM) and helps cloud service customers to assess the security capabilities and practices of a cloud service provider.</p> <p>Zoho has done a Self-Assessment for the cloud services. Download the CSA STAR Self-Assessment from CSA STAR Registry for Zoho Corporation Pvt Ltd</p> <p>Applicable to- All Cloud services of Zoho, ManageEngine, Site24x7 and Qntrl.</p> |

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|  <p>PCI</p> | <p>Payment card industry (PCI) compliance refers to the technical and operational standards that businesses must follow to ensure that credit card data provided by cardholders is protected. PCI compliance is enforced by the PCI Standards Council, to ensure that all businesses that store, process or transmit credit card data electronically do so in a secure manner that helps reduce the likelihood that cardholders would have sensitive financial data stolen.</p> <p>Zoho, being PCI compliant, consistently adheres to a set of guidelines set forth by companies that issue credit cards.</p> <p>Applicable to- All the Zoho finance Plus products (i.e.) Zoho Books, Zoho Invoice, Zoho Inventory, Zoho Subscriptions, Zoho Expense, Zoho Checkout and Zoho Commerce</p> |
|  <p>GDPR</p> | <p>GDPR is a pan-European regulation that requires businesses to protect the personal data and privacy of EU citizens for processing of their personal data.</p> <p>Zoho has always demonstrated its commitment to its user's data privacy by consistently exceeding industry standards. Zoho welcomes GDPR as a strengthening force of the privacy-consciousness that already exists in it.</p> <p>Zoho's offerings have privacy features that comply to GDPR, and Zoho's processing of its customer's data adheres to the data protection principles of the GDPR. To know more about how Zoho complies with GDPR, click here.</p> |
|  <p>CCPA</p> | <p>CCPA is a data privacy law specific to the processing of personal information of California residents that requires businesses to protect their personal information and provides privacy.</p> <p>Zoho has always demonstrated its commitment to its user's data privacy by consistently exceeding industry standards. Zoho welcomes CCPA as a strengthening force of the privacy-consciousness that already exists in it.</p> <p>Zoho's offerings have privacy features that enable its users to comply with the CCPA, and Zoho's processing of its Californian customer's data adheres to requirements of the CCPA. To know more about this, click here.</p> |
|  <p>TRUSTe</p> | <p>TRUSTe Review Zoho's privacy policy, platform, website, and support portal have been reviewed by TRUSTe for compliance with their program requirements.</p> <p>Zoho Corporation is certified to be compliant with the SWISS-U.S. PRIVACY SHIELD FRAMEWORK</p> |

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|  <p>CSA Certified Senders Alliance</p> | <p>Certified Senders Alliance (CSA) is a quality certification for mailbox service providers like Zoho Campaigns, making them enter the league of trusted senders. Zoho Campaigns is a CSA-certified service, giving you higher email open rates, improvement in deliverability with white listed IPs, and protection against any legal risk.</p> <p>Applicable to- Zoho Campaigns</p> |
|  <p>signal spam</p> | <p>Signal spam reports help in providing FBL data, primarily technical information for identification of spammers and marketing abuse, from major ISPs like Orange.fr, SFR.fr, and so on. It has many spam reporting plugins for third-party browsers and email clients, focused at the French communities worldwide. It's important for both Zoho corporation and our customers to know all the recipients who mark or report the emails they receive as 'spam', so that we can remove them from the lists. Hence, this certification protects our network reputation in the French region.</p> <p>Applicable to- Zoho Corporation</p> |

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