

Microsoft cloud-based enterprise services

World-class data privacy
and security

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

Securing your data

Microsoft employs built-in controls to help our customers address their data security requirements. Some of these features include:

- Multiple, advanced encryption tools to safeguard sensitive customer data
- Sophisticated identification and authentication tools to prevent unauthorized data access
- Systems to ensure data continuity for customers and to offer them easy access to their information throughout the term of service
- Tools to enable customer retention and retrieval of their data upon conclusion of service

Protecting your privacy

Microsoft does not use customer data for any marketing or advertising. We use it exclusively to provide customers with state-of-the-art cloud services.

Microsoft enables customers to meet the legal and regulatory requirements expected when using cloud services, and often surpasses the data protection standards recommended by privacy and security professionals. In addition, we help our customers meet the data privacy and security standards required for specific regions and within regulated industries, such as financial services, healthcare, and education. Controls include:

- Restricting customer data access to essential personnel
- Logging and authenticating customer data access
- Employing industry standard practices to identify users accessing information systems
- Notifying customers of any new subcontractors with authorized customer data access
- Seeking and receiving validation from regulators that our contractual commitments to cloud service customers meet relevant data protection standards

Responding to government requests

Government requests for enterprise customer data are rare. If we receive one, we:

- Disclose customer data only when legally required, and only after attempting to redirect the request to the customer
- Notify the customer and provide a copy of the demand unless legally prohibited from doing so
- Resist government demands that are invalid

We back up these commitments in our contracts, and have gone to court to challenge government orders seeking customer data when we believe that they do not comply with applicable laws.

Going beyond with independent audits

Microsoft constantly subjects its cloud services to rigorous internal and external audits. These audits and resulting certifications ensure that we are meeting our data privacy and security commitments, and that our controls remain the strongest in the industry. Some of our efforts include:

- Certification of Microsoft data privacy and security controls under strict international standards
- Verification, by independent audit, of Microsoft's adherence to data privacy and security controls, including an annual audit of physical data centers
- U.S. Government review and certification of Microsoft's data privacy and security controls, ensuring Office 365 and Microsoft Azure meet certain federal information management and security standards

Committing to transparency

Microsoft is committed to openness and transparency. We keep our customers informed about our processes to protect data privacy and security. For example, we regularly share the following information:

- Details about Microsoft cloud service data privacy and security practices and policies
- Summary of an independent audit of Microsoft cloud services, when requested
- Information concerning the geographic location of Microsoft data storage facilities and locations where customer data is stored
- As much as legally permitted about government requests for customer data held by Microsoft