

Data Center Certifications and Audits

Security Through Compliance

- ISO 9001:2015 Certificate
- ISO 14001:2015 Certificate
- ISO 27001: 2013 Certificate
- ISO 50001:2011 Certificate
- PCI Attestation of Compliance
- HIPAA/HITECH Report
- FISMA HIGH Report
- SOC 1 (SSAE) Report
- SOC 2 (SSAE) Report
- HITRUST CFS
- FFIEC Report
- CSA STAR Report
- TRUSTe
- Open-IX Association
- FEDRAMP

CyrusOne designs its facilities to comply with rigorous standards set by trade groups and certifying organizations, while maintaining relevant certifications and attestations.

The CyrusOne Compliance Management team is dedicated to continually improving and maintaining compliance certifications that are critical to our data center customers. Through disciplined assessment and audit processes, CyrusOne has implemented comprehensive practices for the following: ISO 9001:2015 Certificate, ISO 14001:2015 Certificate, ISO 27001: 2013 Certificate, ISO 50001:2011 Certificate, PCI Attestation of Compliance, HIPAA/HITECH Report, FISMA HIGH Report, SOC 1 (SSAE) Report, SOC 2 (SSAE) Report, HITRUST CSF, FFIEC Report, CSA STAR Report, Business Continuity and Disaster Recovery (BCDR), and TRUSTe.

International Organization for Standardization (ISO 9001) Quality Management System (QMS)

ISO 9001 is a certification that certain formal processes are being used within a company for their management

of Quality Control. This includes monitoring processes, maintaining complete and accurate records, checking for defective output, taking action to correct defects, and continual internal reviews for effectiveness. A quality management system (QMS) is a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management.

International Organization for Standardization (ISO 14001) Environmental Management System (EMS)

ISO 14001 is a family of standards related to environmental management that exists to help organizations (a) minimize how their operations (processes, etc.) negatively affect the environment (i.e., cause adverse changes to air, water, or land); (b) comply with applicable laws, regulations, and other environmentally oriented requirements, and (c) continually improve in the above.



International Organization for Standardization (ISO 27001)

ISO 27001 defines specific controls that should be in place for an organization to be certified as in conformance with ISO 27001.

CyrusOne maintains ISO 27001 certification for operations of data centers in the United States. ISO 27001 is an International standard providing a model for establishing, operating, monitoring, and improving an Information Security Management System (ISMS.) The ISO 27001 Certification allows CyrusOne to demonstrate our commitment to information security processes.

The scope of data center colocation services covered includes physical controls, environmental safeguards, and telecommunication connectivity as well as support provided by CyrusOne's client service, legal/compliance, facility management and information technology departments.

International Organization Standardization (ISO 50001) Energy Management

ISO 50001 Energy management systems – Requirements with guidance for use is a specification created by the International Organization for Standardization for an energy management system. The standard specifies the requirements for establishing, implementing, maintaining and improving an energy management system, whose purpose is to enable an organization to follow a systematic approach in achieving continual improvement of energy performance, including energy efficiency, energy security, energy use and consumption. The standard aims to help organizations continually reduce their energy use, and therefore their energy costs and their greenhouse gas emissions.



Payment Card Industry Data Security Standard (PCI DSS)

The Payment Card Industry Data Security Standard (PCI DSS) was created to meet the rising threat to individuals' payment card information. Compliance with PCI DSS is mandatory for all organizations dealing with credit, debit and ATM cards, as defined by the PCI Security Standards Council, which includes industry giants like Visa, Master Card and American Express.

PCI DSS is a comprehensive set of standards requiring merchants and service providers that store, process, or transmit customer payment card data to adhere to strict information security controls and processes. The standard includes twelve requirements that include the following:

- Security management
- Policies and procedures
- Network architecture
- User access management
- Network and systems monitoring
- Software development

CyrusOne provides physical security access to customer equipment through a combination of management systems and physical access safeguards and procedures. CyrusOne does not monitor or have access to customer data, so applicability is only to physical security and management processes that govern physical security.



Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act (HIPAA) regulation impacts those in healthcare that exchange patient information electronically. HIPAA regulations were established to protect the integrity and security of health information, including protecting against unauthorized use or disclosure of the information.

HIPAA states a security management process must exist in order to protect against “attempted or successful unauthorized access, use, disclosure, modification, or interference with system operations.”

HIPAA sets the standard for protecting sensitive patient data. Data centers must have certain administrative, physical and technical safeguards in place, according to the U.S. Department of Health and Human Services.

With colocation experts and secure facilities, staffed 24x7, CyrusOne can support your HIPAA compliance needs. CyrusOne meets required physical and administrative security controls, supporting your HIPAA physical security compliance through the following deliverables:

- Controlled Secure Facility
- 24/7 Physical Security Monitoring
- 90-Day Video Surveillance & Retention
- Cabinet/Cage Perimeter Security
- Badge and Biometrics
- Compliance Base Audit Reports
- Security Incident Response Notification.

Compliance is a shared responsibility. Your company must address, implement and manage all other technical and administrative controls outside of physical safeguards.



Federal Information Security Management Act (FISMA)

All government agencies, government contractors, and organizations that deal and exchange data with government systems must follow FISMA compliance guidelines. Organizations have to monitor, retain and maintain audit records of all security events as per FISMA.

The objective of FISMA compliance is to ensure that Federal departments and agencies observe measures to mitigate the security risks to critical data.

For federal agencies to use the services of a provider, the services must be based in a FISMA compliant data center that meets the stringent security requirements mandated by the Federal Information Security Management Act (FISMA). The National Institute of Standards and Technology (NIST) creates and maintains the specific security standards that agencies and their vendors are required to follow to remain compliant.

Agency compliance is ensured by the Office of Management and Budget (OMB), which each year reviews federal agencies’ IT programs to verify that they are FISMA compliant whether hosted on- or off-premise. The scope of the assessment included CyrusOne’s documented policies and procedures as well as controls implemented for its data centers. The controls that made up the assessment were awareness and training, incident response, maintenance, physical and environmental, personal security, and risk assessment.



SSAE Reports **SOC 1 (SSAE) Report**

Statement on Standards for Attestation Engagements (SSAE) are attestation standards put forth by the Auditing Standards Board (ASB) of the American Institute of Certified Public Accountants (AICPA). This report is intended to be relied upon by the financial statement auditors of CyrusOne customers. The SSAE assesses the physical security, environmental safeguards and network monitoring controls implemented by CyrusOne. Assessing these controls through the SSAE demonstrates CyrusOne’s commitment to the protection of all IT assets.

ISAE 3402 (SOC 1) are International Standards for Assurance Engagements, which is an [assurance standard](#). The title is “Assurance Reports on Controls at a Service Organization”. It was published in June 2011 as a standard for documenting that a service organization has adequate [internal controls](#); the approach is always from a financial reporting perspective.

SOC 2 (SSAE) Report

Attestation Standard 101 (AT 101) are attestation standards put forth by the ASB of the AICPA that assess CyrusOne’s controls against the Trust Services Principles and Criteria. The principles of Security and Availability are included in CyrusOne compliance reports.

SOC 2 (SSAE) Report reports in the CyrusOne’s compliance suite includes test results of disaster recovery and business continuity plans. The availability of these services is a critical success factor for enterprise customers.



Health Information Trust Alliance (HITRUST)

The Health Information Trust Alliance (HITRUST) Common Security Framework (CSF) is a comprehensive and certifiable security framework used by healthcare organizations and their business associates to efficiently approach regulatory compliance and risk management. HITRUST unifies recognized standards and regulatory requirements from NIST, HIPAA/HITECH, ISO 27001, PCI DSS, FTC, COBIT, and can be completed according to SOC 2 (SSAE) Report criteria, making it the most widely-adopted security framework in the U.S. healthcare industry.

Federal Financial Institutions Examination Council (FFIEC)

Federal Financial Institutions Examination Council (FFIEC) is a formal U.S. government interagency body that includes five banking regulators—the Federal Reserve Board of Governors (FRB), the Federal Deposit Insurance Corporation (FDIC), the National Credit Union Administration (NCUA), the Office of the Comptroller of the Currency (OCC), and the Consumer Financial Protection Bureau (CFPB). It is “empowered to prescribe uniform principles, standards, and report forms to promote uniformity in the supervision of financial institutions”. FFIEC Compliance is conformance to a set of standards for online banking which was issued in October 2005. In order to determine whether or not an institution is in compliance with FFIEC guidelines, comprehensive assessments of the internal environment must be conducted to identify potential security weaknesses and threats. Then goals must be set, solutions implemented and periodic risk assessments performed in order to maintain an adequate level of security.



CSA Security, Trust and Assurance Registry (CSA STAR)

CSA Security, Trust and Assurance Registry (CSA STAR) is the industry's most powerful program for security assurance in the cloud. STAR encompasses key principles of transparency, rigorous auditing, harmonization of standards, with continuous monitoring also available in late 2015. STAR certification provides multiple benefits, including indications of best practices and validation of security posture of cloud offerings.

TRUSTe – Privacy Certifications

CyrusOne has been awarded the TRUSTe Certified Privacy Seal after completing a Privacy Assessment and implementing the required changes. CyrusOne can proudly display the seal on all certified website, apps, and cloud/advertising platforms. TRUSTe is the #1 privacy brand and the Certified Privacy Seal is recognized globally by consumers, businesses, and regulators as demonstrating privacy best practices. CyrusOne's TRUSTe Policy can be found here: <http://privacy.truste>.



CyrusOne Data Centers have met and conformed to OIX standards, using systems and processes that have proved successful in our carrier neutral facilities since our founding in 2000. On January 21, 2014 it was announced that CyrusOne had become the first data center company to receive multiple data center OIX certifications.

Certification will act as the bedrock for a new and resilient interconnection marketplace in CyrusOne data centers allowing content and ISP's to have diverse locations for peering and transactional interconnection. This OIX accreditation enables a mutual model for interconnection that is the best for the future of the Internet. The OIX platform echoes the aims of the North American community as represented by the Open-IX initiative.

The General Data Protection Regulation (EU) 2016/679

[eur-lex.europa.eu] ("GDPR") is a [regulation](#) in [EU law](#) on data protection [en.wikipedia.org] and privacy for all individuals within the [European Union](#) (EU) and the [European Economic Area](#) (EEA). It also addresses the export of personal data outside the EU and EEA areas. The GDPR aims primarily to give control to individuals over their personal data and to simplify the regulatory environment for [international business](#) by unifying the regulation within the EU.



FedRAMP

If you are a customer in need of [FEDRAMP](#) certification, CyrusOne can assist you with the process. The CyrusOne Compliance Management team is dedicated to continually improving and maintaining compliance certifications that are critical to our data center customers. Through disciplined assessment and audit processes, CyrusOne has implemented comprehensive practices for ISO/IEC 27001, PCI DSS, HIPAA/HITECH, FISMA-High, SSAE 18 (SOC 1 Type II), Type 2 AT 101/SOC 2, HITRUST, FFIEC, CSA STAR, Business Continuity and Disaster Recovery (BCDR), and TRUSTe. Although CyrusOne is not [FEDRAMP](#) certified, through implementation of these processes, CyrusOne customers have been successful in obtaining their [FEDRAMP](#) certification.



Designed to meet TIA 942 Class 4 requirements for electrical and mechanical.

Certification Matrix by Location



United States – Site Name	ISO 27001	PCI DSS	HIPAA/HITECH	FISMA HIGH	SOC 1 (SSAE)	SOC 2 (SSAE)	HITRUST CSF	FFIEC	CSA STAR
Austin II - 7301 Metropolis Dr. Building #6	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Austin III - 7100 Metropolis Dr.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Chicago - Aurora I - 2905 Diehl Rd.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Chicago - Aurora II - 2805 Diehl Rd.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Chicago - Lombard - 1850 Springer Dr.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cincinnati - Blue Ash - 4600 McAuley Place, 4th Floor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cincinnati - 7th Street II - 229 West Seventh St.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cincinnati - Hamilton - 103 Knightsbridge Dr.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cincinnati - Mason - 4800 Parkway Dr.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cincinnati - Lebanon - 401 Kingsview Dr.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Council Bluffs - 4700 Gifford Rd.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Dallas Allen - 2300 Chelsea Blvd.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Dallas Carrollton - 1649 Frankford Rd.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Dallas Lewisville - 2501 South State Highway 121	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Florence - 7190-7200 Industrial Road	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Houston Galleria - 4201 - 4211 Southwest Freeway	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Houston West I - 5150 Westway Park Blvd.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Houston West II - 5170 Westway Park Blvd.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Houston West III - 11003 Corporate Center Dr.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Northern Virginia - Sterling I, II and III - 21111 Ridgetop Cr.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Northern Virginia - Sterling IV - 22811 International Dr.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Northern Virginia - Sterling V, VI and VII - 21350 Pacific Blvd.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Northern Virginia - Sterling VIII - 45905 Maries Rd.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Northern Virginia - Sterling IX - 43290 Old Ox Rd.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Norwalk I - 6 Norden Place	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Phoenix 1 - Chandler I - 2335 South Ellis St.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Phoenix 1 - Chandler II - 2305 South Ellis St.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Phoenix 1 - Chandler III - 2305 South Ellis St.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Phoenix 1 - Chandler IV - 2495 South Ellis St.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Phoenix 1 - Chandler V - 2405 South Ellis St.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Phoenix 1 - Chandler VI - 2605 South Ellis St.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Phoenix 1 - Chandler VII - 2705 South Ellis St.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Raleigh-Durham I - 2223 NE Creek Parkway	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
San Antonio I - 9999 Westover Hills Blvd.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
San Antonio II - 9500 Westover Hills Blvd.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
San Antonio III - 9554 Westover Hills Blvd., Bldg. 2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
San Antonio IV - 9655 Raba Dr.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
San Antonio V - 14719 Omicron Dr.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Somerset - 800 Cottontail Ln.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Stamford - 10 Riverbend Drive	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Totowa - 50 Madison Road	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Wappingers Falls - 155 Myers Corners Road	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

- CyrusOne NE – Managed Services Facilities and Colocation
- Not in scope

CyrusOne's 2018 audit reports and certifications are now available for distribution to current customers.

These external, third party reports provide detailed information about CyrusOne's operations and can assist Customers with their compliance and regulatory requirements.



Europe – Site Name	ISO 27001	PCI DSS	FISMA HIGH	SOC 1	SOC 2	HITRUST CSF	ISO 14001	ISO 9001	ISO 50001
Frankfurt I – Leonhard-Heißwolf-Str. 4 65936	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Frankfurt II – Leonhard-Heißwolf-Str. 4 65936	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Frankfurt III – Wilhelm Fay Strasse, Latitude: 50.128098 Longitude: 8.582833	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
London I – 12 Liverpool Road Slough, Berkshire SL1 4QZ	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
London II – DC2 Prologis Park Heathrow, Stockley Road, West Drayton, UB7 9FN	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
London III – 700 Stirling Road, Slough SL1 4ST	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Amsterdam I – Linieweg 1, 1165 AA Halfweg	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	

2018 Audit Reports and Certifications	Classification
ISO 9001:2015 Certificate	Public
ISO 14001:2015 Certificate	Public
ISO 27001:2013 Certificate	Public
ISO 50001:2011 Certificate	Public
PCI Attestation of Compliance	Public
HIPPA/HITECH Report	Proprietary and Confidential (Restricted by NDA)
FISMA HIGH Report	Proprietary and Confidential (Restricted by NDA)
SOC 1 (SSAE) and ISAE 3402 Report	Proprietary and Confidential (Restricted by NDA)
SOC 2 (SSAE) Report	Proprietary and Confidential (Restricted by NDA)
HITRUST CSF	Proprietary and Confidential (Restricted by NDA)
FFIEC Report	Proprietary and Confidential (Restricted by NDA)
CSA STAR Report	Proprietary and Confidential (Restricted by NDA)

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If a customer requests any of the above referenced documentation, what do I do?

For audit and tracking purposes, refer the requestor to the Customer Portal. The Customer should submit a support ticket using “Audit> Request Audit Report” as the Service Type which will route the ticket to the appropriate solving group (Compliance). In the message field, Customer should notate which CyrusOne data center(s) they have contracted space and which report/certificate they are requesting.

How can you help?

Encourage Customers to use the Customer Portal for audit and compliance questions/tasks. For Customers that do not have access to the portal, refer them to our Global Service Desk at customerservice@cyrusone.com or 866-CyrusOne (866-297-8766), Option 2.

To request a CyrusOne Compliance Report/Certification please contact customerservice@cyrusone.com. Report copies can be provided upon request, subject to CyrusOne's Non-Disclosure Agreement (NDA).