

# Compliance of Zoho



**Zoho Compliance Team**  
**February 2018**

# Certifications of Zoho

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- **ISO 27001:2013** certified
- **SOC 2 Type II** compliant
- **EU-U.S. Privacy Shield**
- Working on upcoming **General Data Protection Regulation (GDPR)**

All the necessary and required controls are comprehensively covered in *ISO 27001:2013* and *SOC 2 Type II* audits.

# Certifications.... continued...

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- **PCI DSS Compliance**

Among Zoho services, the following are PCI DSS compliant:

Zoho **Books, Invoice, Inventory, Subscription & Checkout.**

- **HIPAA Compliance**

Zoho is not HIPAA compliant. Being industry standard **ISO 27001:2013** and **SOC 2 TYPE II** compliant, all the controls are in place. HIPAA is in our roadmap.

Zoho is ready to sign **Business Associate Agreement (BAA).**

# ISO 27001:2013 Certification

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- ISO/IEC 27001 is the best-known industry standard in the family providing requirements for an **Information Security Management System (ISMS)**.
- The certificate published by the Certification Authority is available [HERE](#).

## Scope :

- (a) Zoho Development Centers in **India** (Chennai & Tenkasi) , Offices in **USA** (Pleasanton & Austin) and Office in **Singapore**.
- (b) All the 3 divisions (**Zoho, ManageEngine & WebNMS**) of Zoho Corp.

# SOC 2 Type II Compliance

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- Service Organization Control 2 Type II

## Scope :

- Zoho *Development Centers* in India (Chennai & Tenkasi).
- All the 3 divisions (Zoho, ManageEngine & WebNMS) of Zoho Corp.

## Criteria :

Trust Services Principles of *Security, Confidentiality & Availability*

# Compliance of Data Centers

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- Zoho has **Primary** and **DR (Disaster Recovery)** Data Centers. Zoho has dedicated cage in those data center colocation facilities.
- The data of the users who register in ***www.zoho.com*** reside in the data centers within USA. These data centers are industry standard ***SOC 1 Type II*** and ***SOC 2 Type II*** certified.
- The data of the users who register in ***www.zoho.eu*** reside in the data centers within EU. These data centers are industry standard ***ISO 27001 (Information Security Management System)*** and ***ISO 22301(Business Continuity Management System)*** certified.

# Data Security

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- Customer data in Zoho is highly secured.
- Logical access to the servers is provided through an isolated & dedicated network and is highly secured and monitored. This network is protected with Firewall, 2-Factor Authentication and Kerberos Authentication Protocol. The accessing machines are securely hardened so that no data can be copied or transferred from the data center.
- Physical Access to the data centers are protected with Biometric+PIN. No visitors are allowed inside the dedicated cages of Zoho in the data centers.
- Only a very restricted number of employees have the access to the servers to carry out any emergency works.

# Additional Information

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- **Security:** <https://zoho.com/security.html> & <https://www.zoho.eu/security.html>
- **Privacy:** <https://www.zoho.com/privacy.html> & <https://www.zoho.eu/privacy.html>  
**GDPR:** <https://www.zoho.com/gdpr.html>
- **More Information on EU Data Centers:**  
<https://www.zoho.com/general/blog/zoho-data-centers-in-europe.html>  
<https://www.manageengine.com/news/manageengine-EU-data-centers.html>