

Compliance of Zoho



Zoho Compliance Team
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Certifications of Zoho

- **ISO 27001** certified
- **SOC 2 Type II** compliant
- **EU-U.S. Privacy Shield**
- Zoho complies with the **General Data Protection Regulation(GDPR)** with effect from 25th May 2018

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

Certifications.... continued...

- **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** and **SOC 2 TYPE II** compliant, all the controls are in place. HIPAA is in our roadmap.

ISO 27001 Certification

- 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 & Renigunta), 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

- 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*

General Data Protection Regulation (GDPR)

- As a company, Zoho has always taken our customers' privacy very seriously. It has always been true throughout our history. And GDPR really strengthens our commitment to your privacy. Zoho as an organization complies with the GDPR with effect from 25th May 2018.
- Our updated **Privacy Policy** - <https://www.zoho.com/privacy.html>

Data Processing Addendum:

- If you are the organization administrator and would like to sign a DPA with us for your organization, we've made it available to be signed electronically in just a few easy steps.
 - If you have signed up in www.zoho.com, [click here](#).
 - If you have signed up in www.zoho.eu, [click here](#).

Note: Make sure that you have logged in to your Zoho account before clicking the link.

Compliance of Data Centers

- 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(Central & East). 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(Netherlands & Ireland). These data centers are industry standard **ISO 27001 (Information Security Management System)** and **ISO 22301(Business Continuity Management System)** certified.
- The data of the users who register in **www.zoho.in** reside in the data centers within India. The data center is industry standard **ISO 27001 (Information Security Management System)** certified and industry standard **SOC 1 Type II** and **SOC 2 Type II** certified.

Data Security

- 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

- **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/lp/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>