



**CLOUD COMPLIANCE CERTIFICATE FOR RWANDA\* - GENERAL**

Source	Compliance Obligation	Microsoft Commitments	Azure	Dynamics 365	Office 365
Article 23 of the Constitution of the Republic of Rwanda	The privacy of a person shall not be subjected to interference in a manner inconsistent with the law, the person's honour and dignity must be respected and confidentiality of correspondence and communication should not be waived except in circumstances and in accordance with procedures determined by the law.	Microsoft specifically undertakes and agrees with its customers to only process personal information under authority of its customer. Microsoft also contractually commits not to disclose personal information unless legally compelled to do so.	✓	✓	✓
ICT Law (Law n°24/2016 of 18/06/2016 governing ICT)  Under this law, Microsoft will likely be considered an "operator", and each customer the "responsible party".	Every subscriber or user's voice or data communications carried by means of an electronic communications network or services, must remain confidential to that subscriber and or user for whom the voice or data is intended.	Microsoft supports customer compliance by providing both strong contractual undertakings as well as technical and operational measures to address confidentiality, security, availability and integrity. Microsoft adheres to numerous internationally recognised standards addressing information security and privacy which can help the customer comply with its legal requirements. Microsoft offers many widely-recognized certifications, third party attestations and legal assurances (e.g. ISO27018, SOC2&3, contractual data processing terms, SLAs) that customers can use to address their own compliance requirements.	✓	✓	✓
	An electronic communications network or service provider must take all technical and organizational measures necessary to ensure that the services and associated electronic communications networks are fully secured.	Microsoft supports customer compliance by providing both strong contractual undertakings as well as technical and operational measures to address confidentiality, security, availability and integrity. Microsoft adheres to numerous internationally recognised standards addressing information security and privacy which can help the customer comply with its legal requirements. Microsoft offers many widely-recognized certifications, third party attestations and legal assurances (e.g. ISO27018, SOC2&3, contractual data processing terms, SLAs) that customers can use to address their own compliance requirements.	✓	✓	✓
	The licensed electronic communications service provider must inform users about any security risks, which may occur as a result of a breach of network security	Microsoft supports customer compliance by providing both strong contractual undertakings as well as technical and operational measures to address confidentiality, security, availability and integrity. Microsoft adheres to numerous	✓	✓	✓

**\*EXPLANATORY NOTE AND DISCLAIMER:** This document is intended to provide a summary of key legal obligations that may affect customers using Microsoft cloud services. It indicates how, in our view, Microsoft and its cloud services facilitate a customer's compliance with such obligations. This document is however intended for informational purposes only. It does not constitute legal advice nor any assessment of a customer's specific compliance obligations. You remain responsible for ensuring compliance with your own legal obligations. As far as the law allows, use of this document is at your own risk, and Microsoft expressly disclaims all representations and warranties, implied or otherwise.

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	measures, or protocols and the necessary remedies available to address the breach of network security.	internationally recognised standards addressing information security and privacy which can help the customer comply with its legal requirements. Microsoft offers many widely-recognized certifications, third party attestations and legal assurances (e.g. ISO27018, SOC2&3, contractual data processing terms, SLAs) that customers can use to address their own compliance requirements, including in relation to data breaches. Microsoft undertakes to promptly notify its customers of any data breach, including unauthorised access resulting in loss, destruction, disclosure or alteration.			
	The licensed electronic communication service provider must further have or build the capacity to contribute and assist in any national emergence rescue operations and services.	Microsoft holds itself accountable to and is subject to laws of general application applicable to information technology service providers.	✓	✓	✓