



## CLOUD COMPLIANCE CERTIFICATE FOR JORDAN\* - GENERAL

Source	Compliance Obligations (to the extent applicable to cloud services)	Microsoft Commitments	Azure	Dynamics 365	Office 365
Constitution of The Hashemite Kingdom of Jordan 1952	There are no specific confidentiality or data protection laws in Jordan but the Constitution requires that communications should be regarded as secret and not be subject to censorship, viewing, suspension or confiscation except by judicial order. <sup>1</sup>	<p>Microsoft acknowledges the customer as exclusive owner of its data. A customer accordingly has complete control over its data in the Microsoft cloud and is able to address any requests for access, correction or destruction.</p> <p>The customer determines and may set policy as to when its data is deleted. When a customer leaves the services and does not migrate its data, that data is deleted by Microsoft in accordance with agreed time periods (at the latest 180 days after leaving the service). Deletion of data is in accordance with industry standards. If a disk drive used for storage fails, it is securely erased or destroyed before return to the manufacturer for replacement or repair. Data on failed equipment is overwritten to prevent recoverability by any means. When devices are decommissioned, they are purged or destroyed according to NIST 800-88 Guidelines for Media Sanitation</p> <p>While specific design and engineering principles fall to customers, Microsoft holds itself accountable to and is subject to laws of general application applicable to information technology service providers, including security breach notification law, and has binding agreements which, in its view, provide adequate protection.</p> <p>Microsoft also supports customer compliance by providing both strong contractual undertakings as well as technical and operational measures to address confidentiality, security and availability. Microsoft adheres to numerous international standards addressing information security and privacy. Microsoft offers many widely-recognized certifications, third party attestations and legal assurances (e.g. ISO27018, SOC2&amp;3, contractual data processing terms, SLAs) that customers can use to address their own compliance requirements responding to the said policies and regulations. Additionally, Microsoft also contractually commits not to disclose customer information and/or personal information unless legally required to do so.</p> <p>Microsoft adheres to the EU Model Clauses as well as the EU Privacy Shield and the ISO 27018 Privacy Standard. Microsoft is also committed to ensuring that its products and services comply with the EU General Data Protection Regulation which came into force in May 2018.</p>	✓	✓	✓

<sup>1</sup> Under the Constitution of The Hashemite Kingdom of Jordan 1952. See also Access to Information Law no. 47 of 2007, and the Credit Information Law No 15 of 2010, Anti-Money Laundering Law No. 46 of 2007, Telecommunications Law No. 13 of 1995 and the Banking Law No. 28 of 2000 which may require certain information to be kept confidential.

**\*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.*