



CLOUD COMPLIANCE CERTIFICATE* FOR UAE - GENERAL

Source	Compliance Standard/Obligation	Microsoft Commitments	Azure	Dynamics 365	Office 365
Federal Law No. 3 of 1987 Promulgating the Penal Code (UAE ¹ Penal Code)	<p>Prohibits a person who, by reason of their profession, craft, circumstance or art is entrusted with a secret and who, without consent or other permitted circumstance, discloses it or uses it for their own advantage or another person's advantage (Article 379).</p> <p>Prohibits the unlawful copying, distribution or provision to another person of the content of a phone call or message or information or data or any other such things examined by virtue of a profession (Article 380 (bis)).</p>	<p>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.</p> <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, or correction. The customer also 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>	✓	✓	✓
Federal Decree by Law No. 5 of 2012 On Combating Cybercrime (Cybercrime Law)	Covers cybercrimes, including prohibitions on gaining access to an IT network/device without authorization (or in excess of authorization) and using that access to perform acts such as disclosing or publishing data, including personal data. Also broad prohibitions on infringing privacy by way of an IT system, including by disclosing information or images (Article 21).	<p>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.</p> <p>Microsoft also holds itself accountable to and is subject to laws of general application applicable to information technology service providers, and also has binding agreements.</p>	✓	✓	✓
Federal Law No. 1 of 2006 Concerning E-	Has the object of encouraging and facilitating electronic transactions and communications by means of reliable electronic records. Reliance on	Microsoft acknowledges the customer as exclusive owner of its data. A customer accordingly has complete control over its data in the Microsoft	✓	✓	✓

¹ For purposes of this document, any reference to the UAE excludes the Dubai International Financial Centre (DIFC) and Abu Dhabi Global Market (ADGM).

***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.

Source	Compliance Standard/Obligation	Microsoft Commitments	Azure	Dynamics 365	Office 365
transactions and E-commerce	certain qualified digital signatures defined as "secure electronic signatures" is deemed reasonable, absent proof to the contrary.	cloud and is able to address any requests for access, correction or destruction. 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.			
UAE Information Assurance Standards of the National Electronic Security Authority (NESA) ²	NESA, which sits under the umbrella of the Supreme Council for National Security, is responsible for proposing and implementing the UAE's national policy on electronic security and developing a national plan to confront any risks, threats or attacks.	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.	✓	✓	✓

² All UAE government entities and other entities identified as critical by NESA are obligated to implement the IAS. NESA also recommends they should be adopted by other entities on a voluntary basis