The GDPR and Its Implications On Cloud Services

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Norm Barber, Managing Director (normb@unifycloud.com)



UnifyCloud LLC - General Background

A rapidly growing and successful Redmond, WA-based solutions developer with significant technical resources located in the US and India. Our global focus is on **Cloud**, **Cybersecurity**, **Compliance** (regulatory) and **Cost**.







Cloud Solution Provider (CSP)



Effectively migrating from a traditional, on-premises IT environment to a Hybrid IT environment that may include elements of SaaS, IaaS, and PaaS requires a logical set of steps.

As Gartner has noted, "An organization cannot simply 'jump' to the Cloud. There need to be activities that are part of a phased evaluation and plan to move to the Cloud."

Discover

Assess

Target

Migrate

Monitor



The General Data Protection Regulation (GDPR) impacts the entire Cloud (SaaS, IaaS, PaaS) journey





Disclaimer

This presentation is a commentary on the GDPR, as UnifyCloud LLC interprets it, as of the date of publication. We've spent a lot of time with GDPR and like to think we've been thoughtful about its intent and meaning. But the application of GDPR is highly fact-specific, and not all aspects and interpretations of GDPR are well-settled.

As a result, this presentation is provided for informational purposes only and should not be relied upon as legal advice or to determine how GDPR might apply to you and your organization. We encourage you to work with a legally qualified professional to discuss GDPR, how it applies specifically to your organization, and how best to ensure compliance.

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Today's GDPR briefing topics

- What is the GDPR
- How to interpret the GDPR
- Addressing GDPR compliance in the Cloud
- GDPR Baseline approach
- Case Study: Managing GDPR in Azure



Audience poll: GDPR key roles that will impact you

Controller (from GDPR)

"...the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law."



Processer (from GDPR)

"... a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller."

Solution Purveyor

- CSV
- ISV
- Consultant





Poll: How ready are you?



GDPR key drivers for May 25, 2018 enforcement (in effect as of 5/4/16)

European data protection for the digital era Better protection for personal data **(i)** Clear consent required to process data Right to move data from one service provider to another Right to rectify More and clearer and remove data information about imits on the use including the 'right to processing of automated be forgotten' for data processing of data to collected as a child make decisions, for example in the case of Easier access to personal data Right to notification if data is Stricter safeguards for transfers of personal data outside the EU



- Updates and modernizes the principles of the 1995 Data
 Protection Directive
- Sets out the rights of the individual and establishes the obligations of those processing and those responsible for the processing of the data.
- Establishes the methods for ensuring compliance as well as the scope of sanctions for those in breach of the rules.
- Applies to all organizations doing business in the EU regardless of location.





GDPR data definitions regardless of nationality or EU residence



Personal Data (from GDPR)

"...means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person."

Examples:

- Name
- Identification number (e.g., SSN)
- Location data (e.g., home address)
- Online identifier (e.g., e-mail address, screen names, IP address, device IDs)
- Genetic data (e.g., biological samples from an individual)
- Biometric data (e.g., fingerprints, facial recognition)

"The GDPR also requires compliance from non-EU organizations that offer goods or services to EU residents or monitor the behavior of EU residents."

Source: Brief: You Need An Action Plan For The GDPR; Forrester Research; October 2016

GDPR compliance is a challenge for both controllers and processors

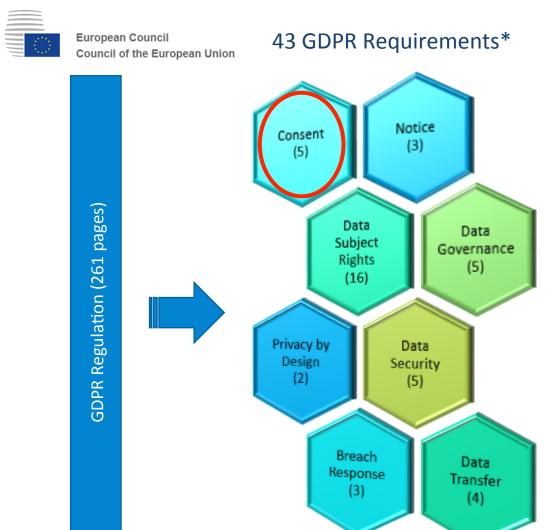
"By the end of 2018, over 50% of companies affected by the GDPR will not be in full compliance with its requirements."

Gartner - Focus on Five High-Priority Changes to Tackle the EU GDPR; September 30, 2016

The General Data Protection Regulation (GDPR) imposes new rules on organizations that offer goods and services to people in the European Union (EU), or that collect and analyze data tied to EU residents, no matter where they are located.

- Enhanced personal privacy rights
- Increased duty for protecting data
- Mandatory breach reporting
- Significant penalties for non-compliance

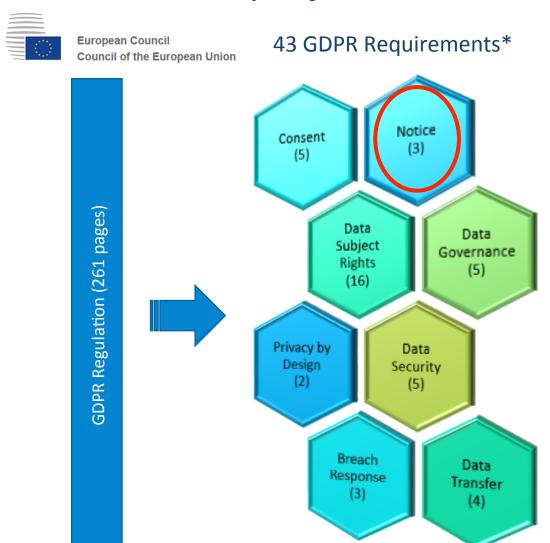




- 1. Provide notification to data subjects, in clear and plain language.
- 2. Request and obtain the data subject's affirmative and granular consent.
- 3. Discontinue with processing activities if the data subject denies consent.
- 4. Provide a mechanism for data subjects to "...organizations must demonstrate that they have implemented appropriate measures to Withdraw consent."
 mitigate privacy risks. Even in the absence of a privacy breach or customer complaint, regulators may require affirmative by the consent of the privacy breach or customer complaint, regulators may require affirmative by the consent of the privacy breach or customer complaint, regulators may require affirmative by the consent of the privacy breach or customer complaint, and the privacy breach or customer complaint, regulators may require a privacy breach or customer complaint, and the privacy breach or customer complaint, and the privacy breach or customer complaint, and the privacy breach or customer complaint, regulators may be a privacy breach or customer complaint, and the privacy breach or customer complaint.

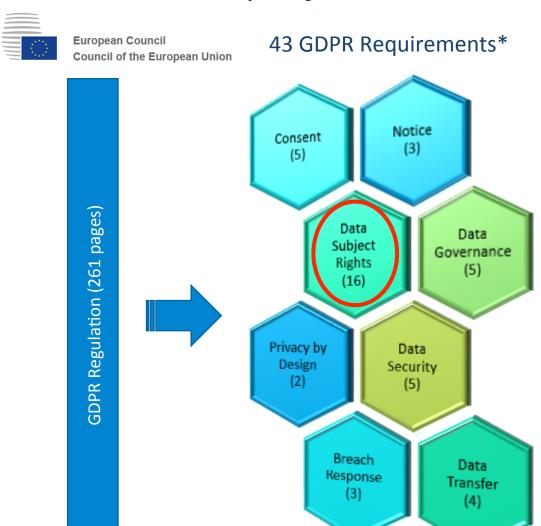
Source: Brief: You Need An Action Plan For The GDPR; Forrester Research; October 2016





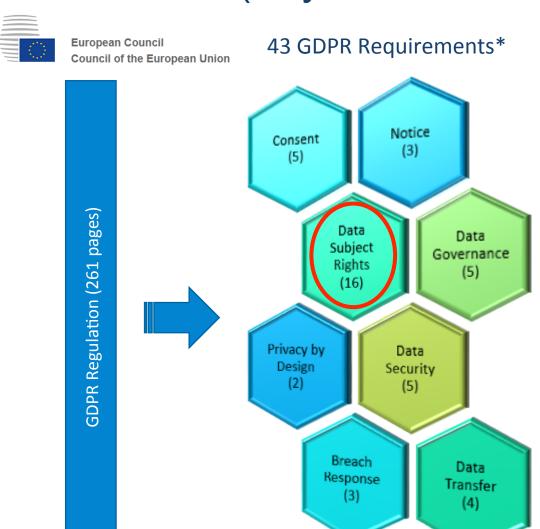
- 1. Provide notice of processing activities at the time personal data is obtained.
- 2. Provide notice of processing activities if personal data has not been obtained directly.
- 3. Provide the data privacy notice at all points where personal data is collected.





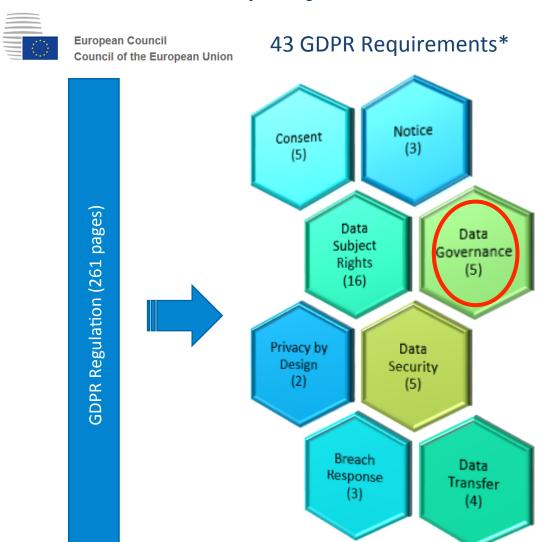
- 1. Provide mechanism for validating identity of the requesting data subject.
- 2. Provide mechanism for to request access to their personal data.
- 3. Provide a mechanism to respond to requests on personal data access.
- 4. Maintain the technological ability to trace and search personal data.
- 5. Provide mechanism to request rectification and rectify personal data.
- 6. Provide a mechanism to request the erasure of personal data.
- 7. Maintain the technological ability to locate and erase personal data.
- 8. Track to which additional controllers personal data has been transferred.





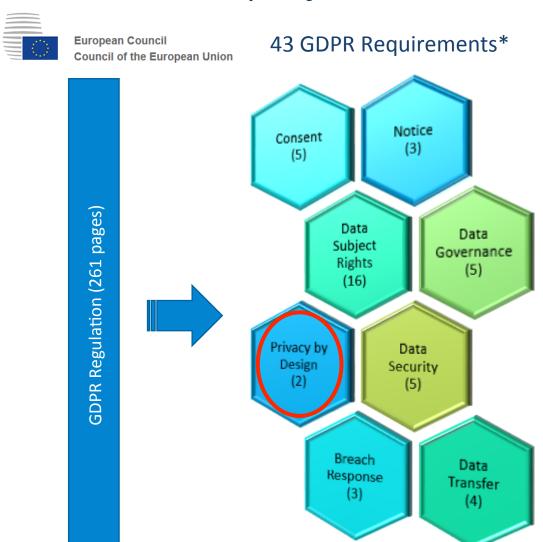
- 9. When personal data is made public, contact those entities for data erasure.
- 10. Provide mechanism to request the restriction of data processing.
- 11. Maintain the technological ability to restrict processing of personal data.
- 12. Provide mechanism to request copies and transmit personal.
- 13. Provide mechanism to respond to data portability requests.
- 14. Locate personal data and export in structured, machine-readable formats.
- 15. If processing for direct marketing, provide mechanism to object.
- 16. Maintain the technological ability to discontinue the data processing.





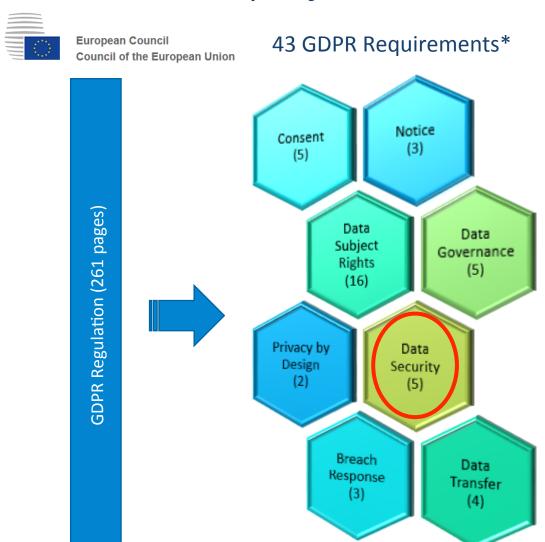
- 1. Maintain audit trails to demonstrate accountability and compliance.
- 2. Maintain inventory of data detailing categories of data subjects.
- 3. Maintain auditable trails of processing activities.
- Carry out data protection impact assessments of processing operations.
- 5. Provide the de-identification of personal data for archiving purposes.





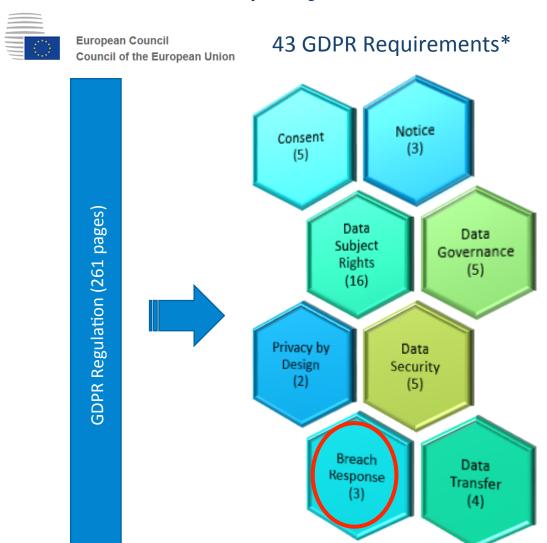
- 1. Embed privacy controls (in service and development lifecycle).
- 2. Embed privacy designed to minimize the amount of personal data collected.





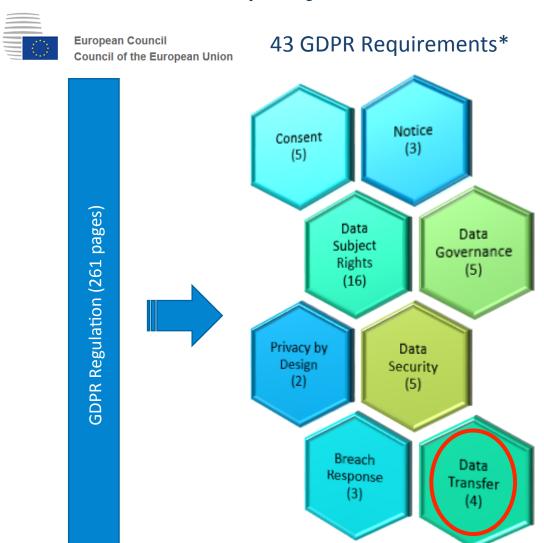
- 1. Provide mechanism to pseudonymize, encrypt, or otherwise secure personal data.
- 2. Implement security measures in the service.
- 3. Confirm ongoing confidentiality, integrity, and availability of personal data.
- 4. Provide mechanism to restore the availability and access to personal data.
- 5. Facilitate regular testing of security measures.





- Controllers notify DPA within 72 hours in the event of a data breach incident.
- 2. Controllers notify affected data subjects of a high-risk data breach incident.
- 3. Processors notify controllers without undue delay of a data breach incident.



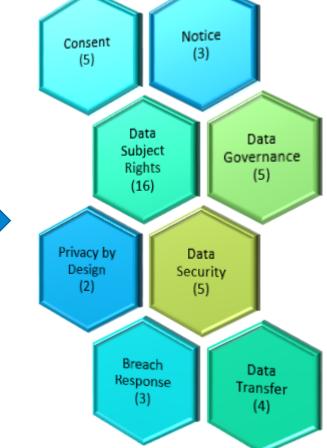


- 1. Track and record personal data that is forwarded to third-parties.
- 2. Provide mechanism for tracking and recording data transfers in and out of the EU.
- 3. Maintain inventory of data transfer contracts with third-parties.
- 4. Provide appropriate safeguards (e.g., Privacy Shield) for effective legal remedies.





GDPR Regulation (261 pages)



On Premises Compliance

Business Processes &

User Controls

Applications & **Workload Features**

IT Infrastructure **Controls**

Internal Audit





Council of the European Union

Notice Consent (3)(5) GDPR Regulation (261 pages) Data Data Subject Governance Rights (5)(16)Privacy by Data Design Security (2)(5) Breach Data Response Transfer (4)

Cloud Compliance Model



Business Processes & User Controls

Internal Audit

SaaS Applications & **Workload Features**







SOC 1 Type 2





ISO 27018



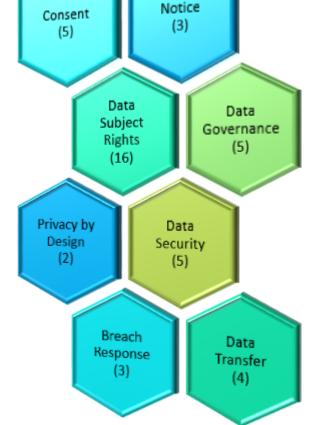


pages)

GDPR Regulation (261

Notice Consent (3)(5)Data Subject





Cloud Compliance Model



Business Processes & User Controls





Internal Audit

"So a dashboard through which your team can easily track that (capabilities) will come in handy."

Source: Brief: You Need An Action Plan For The GDPR: Forrester Research; October 2016









ISO 27018

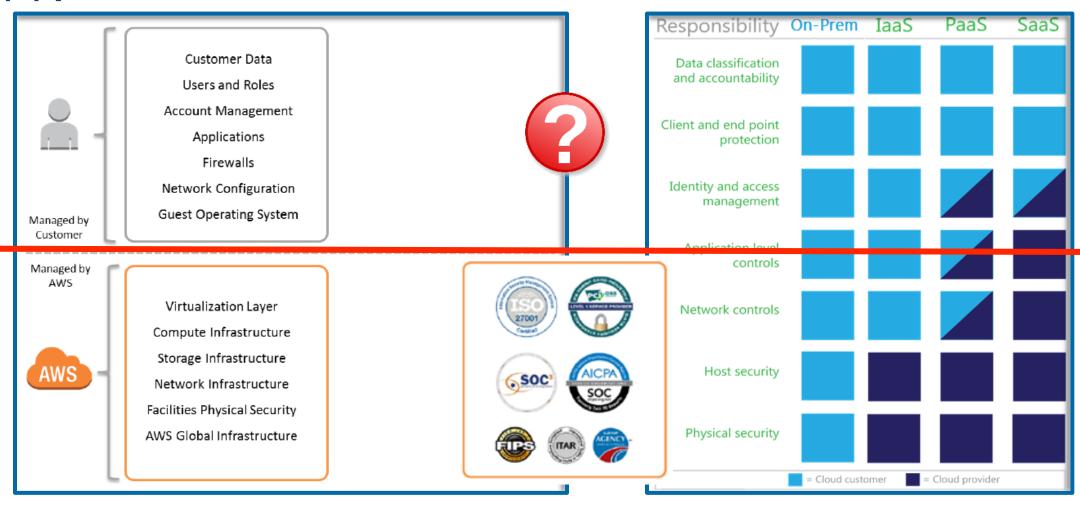
ISO 27001



Poll: How many cloud services providers do you have?



Understanding a Cloud shared responsibility model for GDPR



Source: Amazon Web Services Source: Microsoft



What "managed by customer" means (from a typical SOC* report)...

Controls and reporting as well as configuration oversight **excluded** from a CSV platform SOC report

- Controls over account / subscription IDs and passwords and access to applications.
- Compliance with applicable laws/regulations.
- Determining and implementing encryption for data.
- Securing certificates used to access applications.
- Selection of access mechanism for data.
- Determining the Services configurations.
- Backup of data to local / Cloud storage.
- Protection of the secrets associated with accounts.

- Implementing interconnectivity between Cloud and on-premises resources.
- Security Development Lifecycle for applications.
- Application QA prior to moving to Cloud production.
- Monitoring the security of applications.
- Reviewing and applying public security and patch updates (laaS).
- Reporting the incidents and alerts specific to systems and subscriptions.
- Support timely responses with Cloud platform.
- Implementing redundant systems for hot-failover.



^{*} AICPA Service Organization Control (SOC) Reports (Type I and Type II) formerly Statement on Auditing Standards No. 70: Service Organizations (SAS 70)

Using a GDPR baseline approach

Controls and reporting as well as configuration oversight excluded from a CSV platform SOC report

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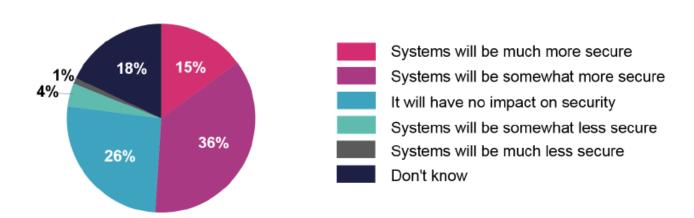


An Cloud Service GDPR Baseline should include:

- Cloud Services Compliance Validation (ISO, SOC)
- Services Setting Values
- DevOps Rules for Cloud Services

Impact on Security

What impact will DevOps have on the security of production systems?

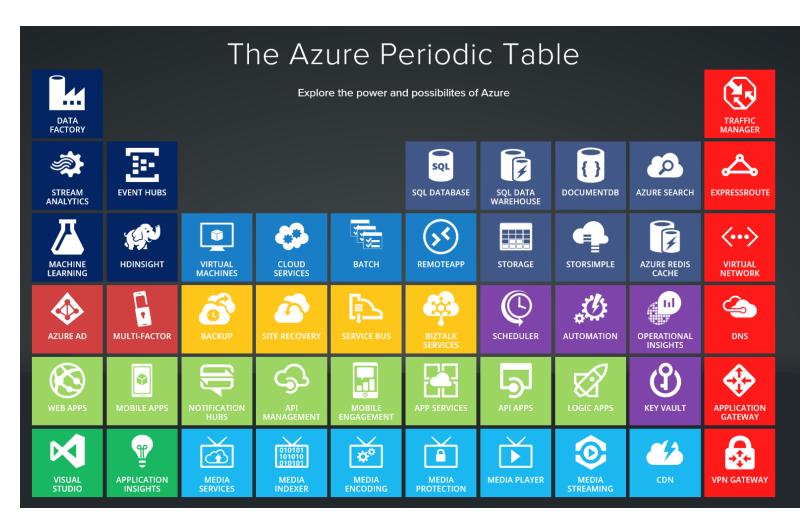


Base: 237 respondents who have adopted or plan to adopt DevOps
Data: UBM survey of 300 IT professionals involved in applications, January 2017

"However, in terms of security, while few respondents reported a decrease in production security, this is an area where DevOps has not yet contributed significant improvement. (See Figure 9) This may not be the fault of DevOps practices themselves—increasing security requires a deliberate effort—but it could point to an opportunity for tools vendors."



Case Study: GDPR Baseline Dashboard for Azure



- 130 deployable Azure Services (last count)
- Some Services are candidates for GDPR defined "personal & sensitive data""
 - Blob Storage
 - Data Factory
 - Data lake Store
 - SQL Database
 - SOL Data Warehouse
 - StorSimple
- Some Services are capabilities to help meet GDPR requirements:
 - o Azure AD
 - Azure Information Protection
 - Key Vault
 - Multi-factor Authentication



Azure Services and GDPR compliance roles

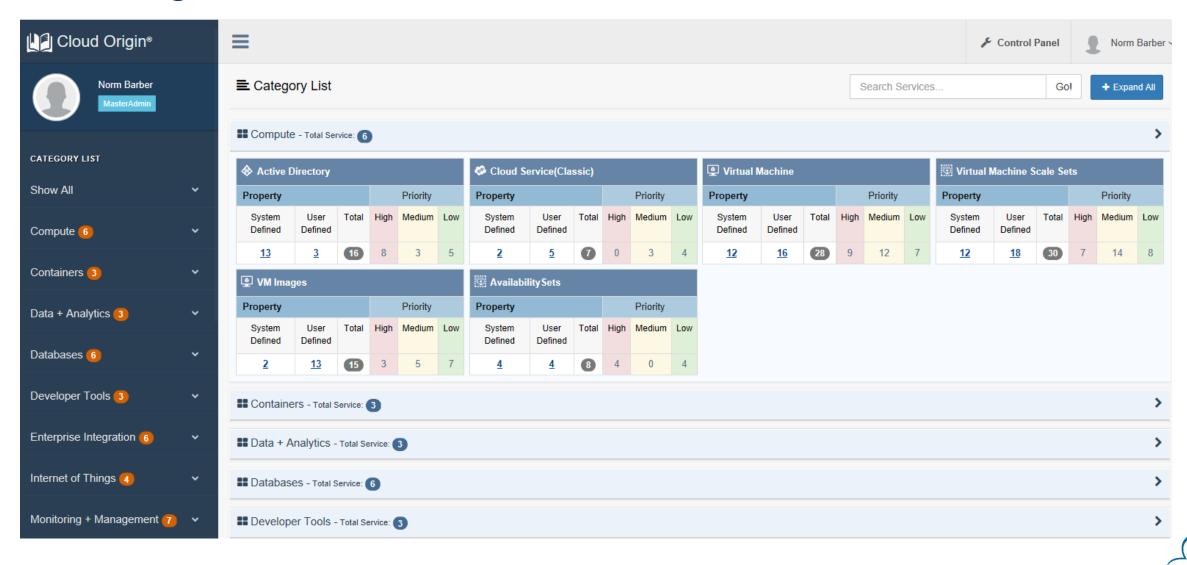
			Journey Stage			Compliance		
S.No.	Cloud Service	High Level Description (from Capstone GDPR White paper)	Discover	Manage	Protect	Report	Enabler	Target
1	Active Directory	An identity and access management solution in the cloud. It manages identities and controls access to Azure, on-premises, and other cloud resources, data, and applications. With Azure Active Directory Privileged Identity Management, you can assign temporary, Just-In-Time (JIT) administrative rights to eligible users to manage Azure resources.		Yes	Yes		Yes	
2	Key Vaults	It offers an easy, cost-effective way to safeguard keys and other secrets in the cloud by using hardware security modules (HSMs). Protect cryptographic keys and small secrets like passwords with keys stored in HSMs.			Yes		Yes	
3	Storage Account (Classic)	An Azure storage account gives you access to the Azure Blob, Queue, Table, and File services in Azure Storage. Your storage account provides the unique namespace for your Azure Storage data objects. By default, the data in your account is available only to you, the account owner.		Yes				Yes
4	Data Factories	It is a managed service which lets you produce trusted information from raw data in cloud or on- premises sources. Easily create, orchestrate and schedule highly-available, fault-tolerant work flows of data movement and transformation activities.		Yes				Yes
5	Multifactor Authentication	It helps prevent unauthorized access to on-premises and cloud applications by providing an additional layer of authentication. Follow organizational security and compliance standards while also addressing user demand for convenient access.			Yes		Yes	
6	Site Recovery	It helps you protect important applications by coordinating the replication and recovery of private clouds for simple, cost-effective disaster recovery.			Yes		Yes	
7	SQL Service	It is a relational database-as-a service using the Microsoft SQL Server Engine. SQL Database is a high-performance, reliable, and secure database you can use to build data-driven applications and websites in the programming language of your choice, without needing to manage infrastructure.		Yes	Yes			Yes

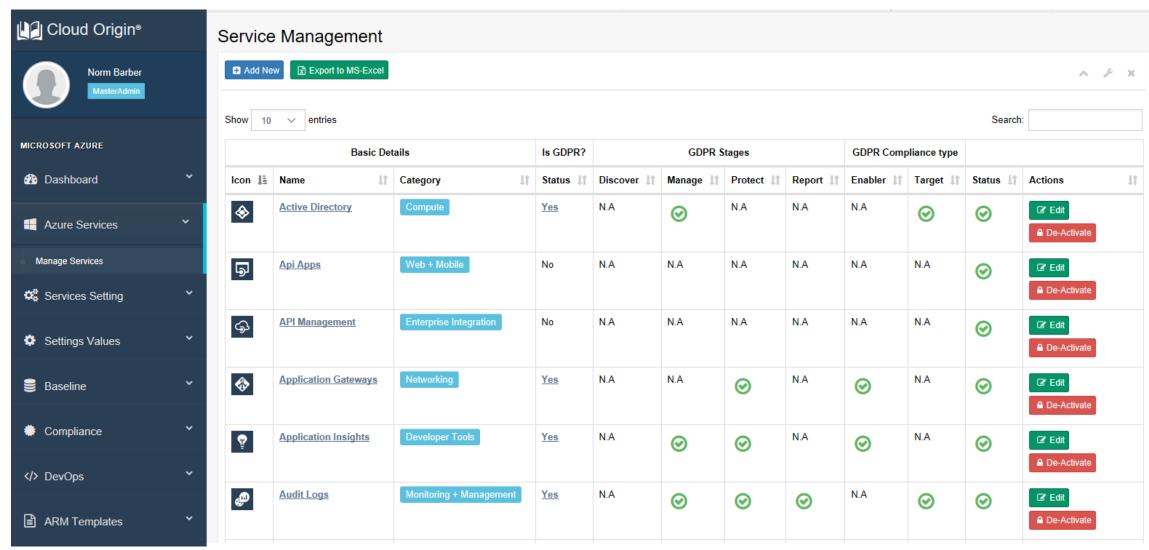


GDPR baseline setting guidance for Azure Services

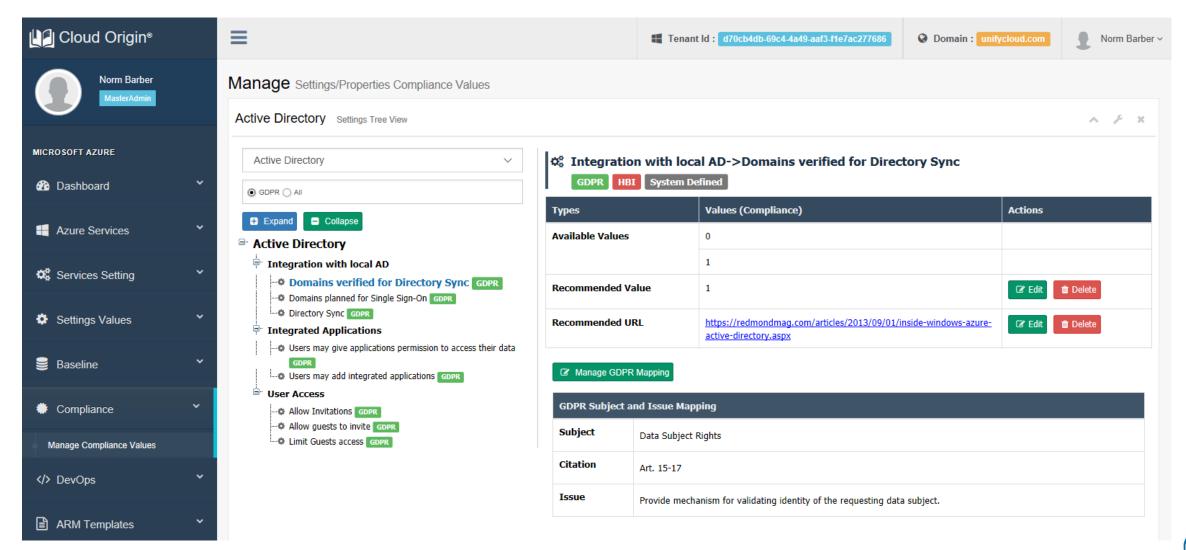
S.No.	Cloud Service	CloudOrigin Functionality	Value	Subject	GDPR Citation	Issue
	Active Directory	Active Directory -> Integration with local AD -> Domains verified for Directory Sync	1	Data Subject Rights	Art. 15-17	Provide mechanism for validating identity of the requesting data subject.
		Active Directory -> Integration with local AD -> Domains planned for Single Sign-On	0	Data Subject Rights	Art. 15-17	Provide mechanism for validating identity of the requesting data subject.
		Active Directory -> Integrated Applications -> Users may give applications permission to access their data	NO	Right to Restriction	Art. 18, Sec. 1, Sub. (a) – (d)	Maintain the technological ability to restrict processing of data subjects' personal data (or for Microsoft customers to do so in accordance with requests of data subjects).
		Active Directory -> Integration with local AD -> Directory Sync	Activated	Data Security	Art. 32, Sec. 1, Sub. (a)	Provide mechanism to pseudonymize, encrypt, or otherwise secure personal data.
1		ACTIVEDIRECTORY_INTEGRATEDAPPLICATIONS_USERSMAYADDINTEGRATEDAPPLICATIONS	No	Data Subject Rights	Art. 15-17	Provide mechanism for validating identity of the requesting data subject.
		ACTIVEDIRECTORY_USERACCESS_ALLOWINVITATIONS	Yes	Right to access	Art. 15, Secs. 1 – 2	Provide mechanism for data subjects to request access to their personal data and receive information on the processing activities of their personal data.
		ACTIVEDIRECTORY_USERACCESS_ALLOWGUESTSTOINVITE	No	Right to access	Art. 15, Secs. 1 – 2	Provide mechanism for data subjects to request access to their personal data and receive information on the processing activities of their personal data.
		ACTIVEDIRECTORY_USERACCESS_LIMITGUESTACCESS	Yes	Right to access	Art. 15, Secs. 1 – 2	Provide mechanism for data subjects to request access to their personal data and receive information on the processing activities of their personal data.

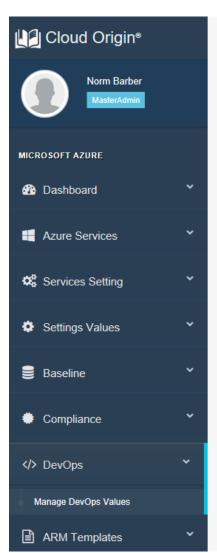








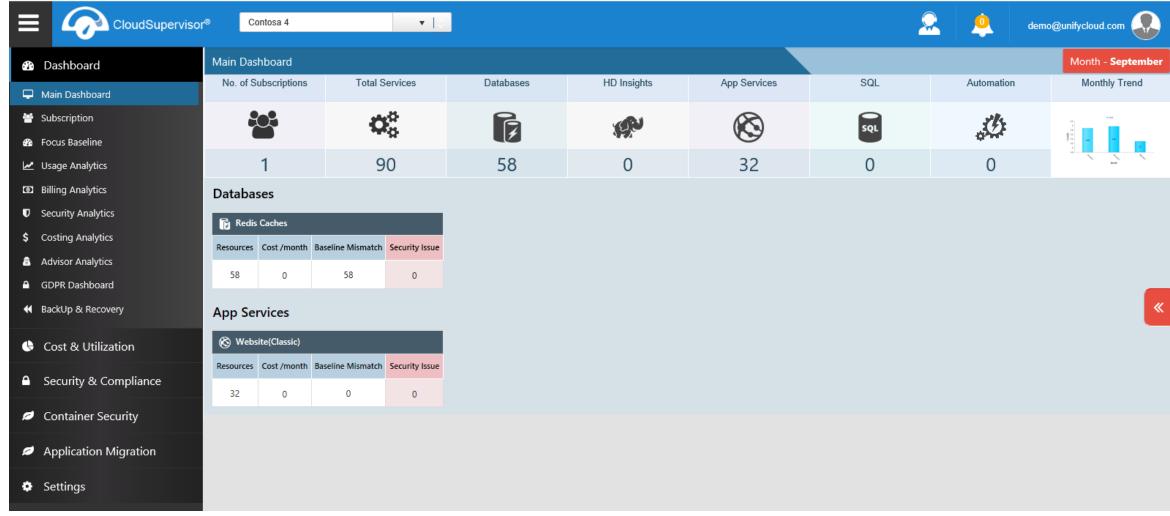




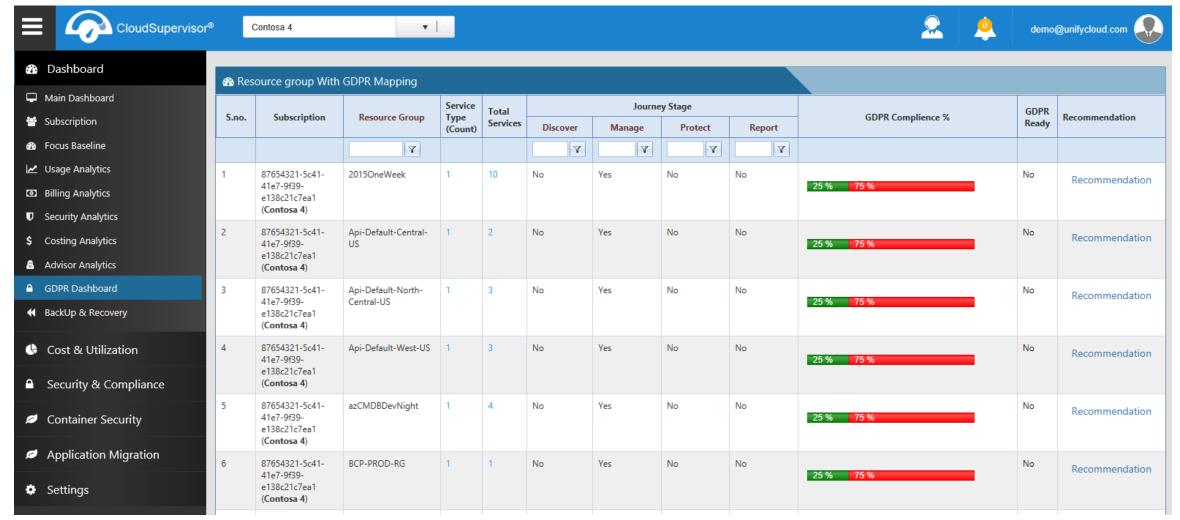


🕸 AzureStorage Control Ids with Values

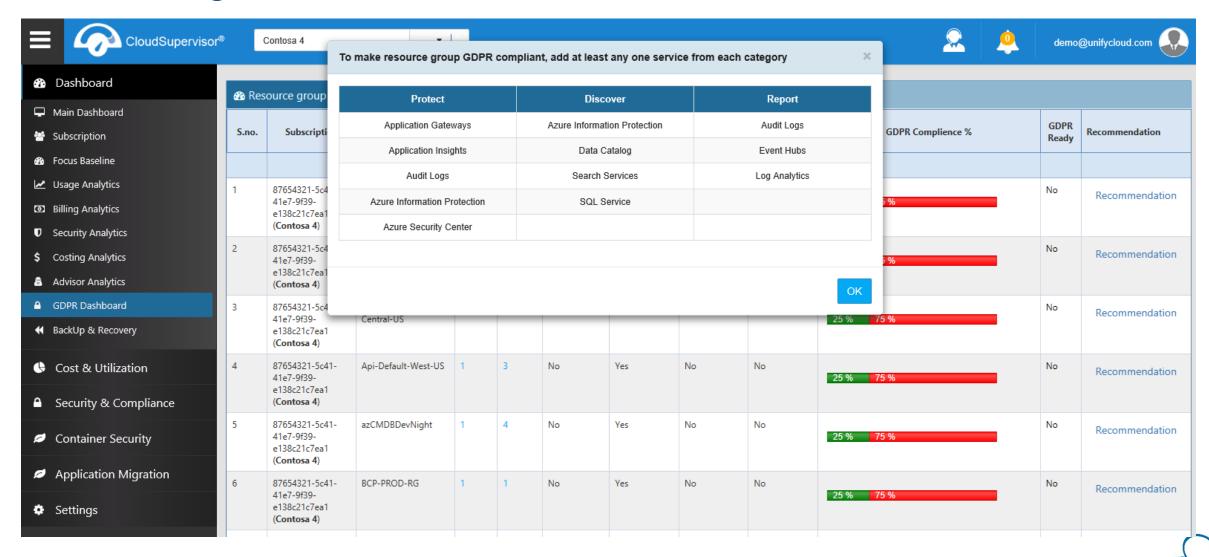
S.No.	Control ID	RecommendedValue	Actions
1	Azure_Storage_AuthN_Dont_Allow_Anonymous (The Access Type for containers Must NOT allow public access with anonymous authentication)	public	☑ Edit Value
2	Azure_Storage_Audit_Issue_Alert_AuthN_Req (Alerts must be issued for authentication request data)	Rules configured	☑ Edit Value
3	Azure_Storage_Deploy_Use_Geo_Redundant (A Geo-Redundant Storage Account Type should be used)	Zone-redundant	☑ Edit Value
4	Azure_Storage_DP_Encrypt_at_Rest_Blob (HBI Data at Rest in Azure Storage Blob Services must be encrypted)	TRUE	☑ Edit Value
5	Azure_Storage_Audit_Config_Log_AuthN_Req (The Storage Account must be configured to log and monitor authentication request data)	365 Retention in days.	☑ Edit Value

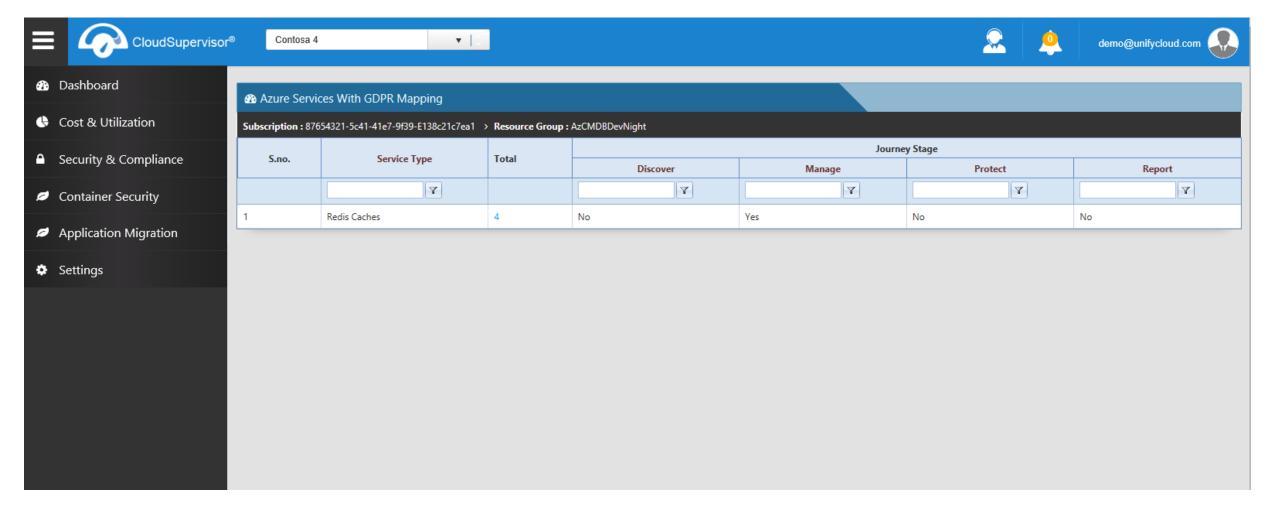














Summary

- GDPR is in effect now and will be enforced starting on May 25, 2018
- Cloud solutions (IaaS/PaaS and SaaS) will be part of a controller's compliance model
- Understand / interpret the GDPR requirements and map to processor features / controls
- Consider using a GDPR baseline approach for areas where certifications do not apply
- For vendors...do NOT imply using your solution will directly guarantee GDPR compliance
- Thank you! Any final questions?



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