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# Oracle Cloud Hosting and Delivery Policies Statement of Changes

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Effective Date: June 2022 | Last Update: December 2021

# TABLE OF CONTENTS

# SECTION 1: VERSION 3.3, JUNE 1, 2022

This document outlines changes made to:

- Oracle Cloud Hosting and Delivery Policies dated December 2021 and reflected in Oracle Cloud Hosting and Delivery Policies dated June 2022

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated December 2021 and reflected in the Oracle Cloud Hosting and Delivery Policies dated June 2022:

Oracle Cloud Service Continuity Policy (Section 2):
- Some content modified to align language with defined terms:
  - *Oracle Cloud Services Backup Strategy* (Section 2.2)

Oracle Cloud Service Level Agreement (Section 3):
- Increased Target Service Availability Level (or Target Service Uptime) to 99.9%:
  - *Service Availability* (3.2)
- Some content modified to provide clarity:
  - *Definition of Unplanned Downtime* (Section 3.3)

# SECTION 2: VERSION 3.2, DECEMBER 1, 2021

This document outlines changes made to:

- Oracle Cloud Hosting and Delivery Policies dated June 2021 and reflected in Oracle Cloud Hosting and Delivery Policies dated December 2021

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated June 2021 and reflected in the Oracle Cloud Hosting and Delivery Policies dated December 2021:

Overview:
- Added a definition of the APAC geographic region
- Added a statement on data replication within the data center region

Oracle Cloud Security Policy (Section 1):
- Added a statement about security validations performed before Customer environment access is granted:
  - *System Access Control* (1.3)

Oracle Cloud Support Policy (Section 5):
- Added a new example to Severity 1 service request categories: Security Incident
  - *Severity 1* (5.3.1)

Use of Services (Section 7):

- Added a new section: Use of Services
- Added a statement about access restrictions in Venezuela

## SECTION 3: VERSION 3.1, JUNE 1, 2021

This document outlines changes made to:

- Oracle Cloud Hosting and Delivery Policies dated December 2020 and reflected in Oracle Cloud Hosting and Delivery Policies dated June 2021

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated December 2020 and reflected in the Oracle Cloud Hosting and Delivery Policies dated June 2021:

Oracle Cloud Security Policy (Section 1):
- Added a commitment to store security logs for 1 year online:
  - *Security Logs* (1.14)

Oracle Cloud Support Terms (Section 5):
- Removed a commitment to provide support portal terms of use (available on portal):
  - *Oracle Cloud Customer Support Portal* (5.2.1)

## SECTION 4: VERSION 3.0, DECEMBER 1, 2020

This document outlines changes made to:

- Oracle Cloud Hosting and Delivery Policies dated June 2020 and reflected in Oracle Cloud Hosting and Delivery Policies dated December 2020

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated June 2020 and reflected in the Oracle Cloud Hosting and Delivery Policies dated December 2020:

Oracle Cloud Security Policy (Section 1):
- Added a statement for National Institute of Standards and Technology ("NIST") alignment:
  - *Oracle Information Security Practices – General* (1.1)
- Added a statement that Oracle Public Cloud network access is through Virtual Private Network and multi-factor authentication:
  - *System Access Controls* (1.3)
- Added a statement that Oracle prohibits accessing the Oracle Public Cloud network using personal devices:
  - *System Access Controls* (1.3)
- Added a statement that Oracle uses Role Based Access Control (RBAC) for access to the Oracle Public Cloud network:
  - *Data Access Controls* (1.4)
- This section has a new title:

- o *Data and Network Segregation* (1.7)
- Added a statement that there is segregation between the Oracle Corporate network and Oracle Public Cloud networks:
  - o *Data and Network Segregation* (1.7)
- Added a statement that Oracle personnel with access to Oracle Public Cloud networks are subject to confidentiality agreements and must complete information-protection awareness training:
  - o *Confidentiality and Training* (1.8)
- Added a statement that Oracle has an Information Security Program ("ISP"):
  - o *Oracle Internal Information Security Policies* (1.10)
- This section is new:
  - o *Security Logs* (1.14)
- Added a statement that Security Logs are collected and stored in the Security Information and Event Management system for at least 90 days:
  - o *Security Logs* (1.14)
- This section has new numbering:
  - o *Other Customer Security Related Obligations* (1.15)

## SECTION 5: VERSION 2.9, JUNE 1, 2020

This document outlines changes made to:

- Oracle Cloud Hosting and Delivery Policies dated January 2020 and reflected in Oracle Cloud Hosting and Delivery Policies dated June 2020

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated January 2020 and reflected in the Oracle Cloud Hosting and Delivery Policies dated June 2020:

Overview:
- Some content modified to clarify the Data Center Region:
  - o Overview

Oracle Cloud Service Level Agreement (Section 3):
- Increased Target Service Availability Level (or Target Service Uptime) to 99.7%:
  - o *Service Availability* (3.2)
- Some content added to clarify exceptions to unplanned downtime caused by You or Your Users:
  - o *Definition of Unplanned downtime* (3.3)
- Added a statement to allow functional testing for Oracle Cloud Services:
  - o *Customer Monitoring & Testing Tools* (3.4.2)

Oracle Cloud Change Management and Maintenance (Section 4):
- Some content modified to strengthen the definition of emergency maintenance:
  - *Emergency Maintenance* (4.1.1)

## SECTION 6: VERSION 2.8, JANUARY 1, 2020

This document outlines changes made to:

- Oracle Cloud Hosting and Delivery Policies dated June 2019 and reflected in Oracle Cloud Hosting and Delivery Policies dated January 2020

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated June 2019 and reflected in the Oracle Cloud Hosting and Delivery Policies dated January 2020:

Overview:
- Added a definition of the Data Center Region for Europe:
  - *Overview*

## SECTION 7: VERSION 2.7, JUNE 1, 2019

This document outlines changes made to:

- Oracle Cloud Hosting and Delivery Policies dated September 2018 and reflected in Oracle Cloud Hosting and Delivery Policies dated June 2019

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated September 2018 and reflected in the Oracle Cloud Hosting and Delivery Policies dated June 2019:

Overview:
- Added a cadence for updates:
  - *Overview*

Oracle Cloud Security Policy (Section 1):
- Modified a statement for reports available to customers and moved to section 1.12:
  - *Oracle Internal Information Security Policies* (1.10)
- Clarified Customer access to third party testing reports:
  - *External Reviews* (1.12)

Oracle Cloud Service Level Agreement (Section 3):
- Changed the title of Oracle Cloud Service Level Objective Policy:
  - *Oracle Cloud Service Level Agreement* (3)
- This section is new:

- *Service Credits* (3.2.3)
- This section was updated to simplify the unplanned downtime exclusions:
    - *Definition of Unplanned Downtime* (3.3)

Oracle Cloud Change Management Policy (Section 4):
- Some content modified to clarify the End of Life policy:
    - *End of Life* (4.2.2)

Oracle Cloud Suspension and Termination Policy (Section 6):
- Added a commitment to return data in a structured, machine-readable format:
    - *Termination of Oracle Cloud Services* (6.1)
- Added a statement to clarify data retention for free trials:
    - *Termination of Oracle Cloud Services* (6.1)
- Removed this section to avoid duplication with the CSA:
    - *Suspension Due to Violation* (6.3)

## SECTION 8: VERSION 2.6, SEPTEMBER 1, 2018

This document outlines changes made to:

- Oracle Cloud Hosting and Delivery Policies dated June 2018 and reflected in Oracle Cloud Hosting and Delivery Policies dated September 2018

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated June 2018 and reflected in the Oracle Cloud Hosting and Delivery Policies dated September 2018:

Overview:
- Added functionality to the statement covering material reduction during the service period:
    - *Overview*

Oracle Cloud Suspension and Termination Policy (Section 6):
- Some content modified to clarify data deletion on termination:
    - *Termination of Oracle Cloud Services* (6.1)

## SECTION 9: VERSION 2.5, JUNE 1, 2018

This document outlines changes made to:

- Oracle Cloud Hosting and Delivery Policies dated December 2017 and reflected in Oracle Cloud Hosting and Delivery Policies dated June 2018

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated December 2017 and reflected in the Oracle Cloud Hosting and Delivery Policies dated June 2018:

Oracle Cloud Security Policy (Section 1):
- Clarified Cloud at Customer responsibilities for providing network connections:
    o *Physical Security Safeguards* (Section 1.2)
- Some content modified to improve clarity for encryption of external connections:
    o *User Encryption for External Connections* (Section 1.5)
- Some content modified to improve clarity on consent for data collection:
    o *Asset Management* (Section 1.9)
- Some content modified to clarify Cloud at Customer responsibilities:
    o *Physical Security Safeguards* (Section 1.2)

Oracle Cloud Service Level Objective Policy (Section 3):
- New statement added to provide assurances of data center resiliency:
    o *Definition of Unplanned Downtime* (Section 3.3)
- Added statement on Oracle's obligations with respect to security testing, and moved guidelines on customer-led testing to Oracle Cloud Program documentation:
    o *Customer Monitoring & Testing Tools* (Section 3.4.2)

Oracle Cloud Change Management Policy (Section 4):
- This section has a new title:
    o *Software Updates* (Section 4.2.1)
- Some content modified to provide clarity on software updates:
    o *Software Updates* (Section 4.2.1)
- Some content modified to provide clarity on software updates:
    o *End of Life* (Section 4.2.2)

## SECTION 10: VERSION 2.4, DECEMBER 1, 2017

This document outlines changes made to:

- Oracle Cloud Hosting and Delivery Policies dated June 2017 and reflected in Oracle Cloud Hosting and Delivery Policies dated December 2017

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated June 2017 and reflected in the Oracle Cloud Hosting and Delivery Policies dated December 2017:

Overview:
- Replaced Remote Cloud Services with Cloud at Customer Services throughout the document

Oracle Cloud Security Policy (Section 1):

- New statement added to clarify the scope of customer data protection responsibilities:
  - *Oracle Information Security Practices - General* (Section 1.1)
- New statements added to clarify the scope of Oracle Data Center security responsibilities:
  - *Physical Security Safeguards* (Section 1.2)
- Single statement of the following section modified to provide clarity:
  - *User Encryption for External Connections* (Section 1.5)
- These sections are new:
  - *System Access Controls* (Section 1.3)
  - *Data Access Controls* (Section 1.4)
  - *Input Control* (Section 1.6)
  - *Data Segregation* (Section 1.7)
  - *Confidentiality and Training* (Section 1.8)
  - *Asset Management* (Section 1.9)
  - *Oracle Internal Information Security Policies* (Section 1.10)
  - *Internal Security Reviews and Enforcement* (Section 1.11)
  - *External Reviews* (Section 1.12)

Oracle Cloud Service Level Objective Policy (Section 3):

- Clarified penetration and vulnerability testing guidelines:
  - *Customer Monitoring & Testing Tools* (Section 3.4.2)

Oracle Cloud Support Policy (Section 5):

- Support period clarified:
  - *Support Period* (Section 5.1.2)

Oracle Cloud Suspension and Termination Policy (Section 6):

- Some content modified to provide clarity:
  - *Termination of Oracle Cloud Services* (Section 6.1)
  - *Suspension Due to Violation* (Section 6.3)

## SECTION 11: VERSION 2.3, JUNE 1, 2017

This document outlines changes made to:

- Oracle Cloud Hosting and Delivery Policies dated December 1, 2016 and reflected in Oracle Cloud Hosting and Delivery Policies dated June 1, 2017

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated December 1, 2016 and reflected in the Oracle Cloud Hosting and Delivery Policies dated June 1, 2017:

Oracle Cloud Security Policy (Section 1):

- Some or all contents from Appendix A of Cloud Service Pillar documentation have been moved to this section:
    - *Oracle Information Security Practices – General* (Section 1.1)

Oracle Cloud Service Continuity Policy (Section 2):

- Some or all contents from Appendix A of Cloud Service Pillar documentation have been moved to this section:
    - *Oracle Cloud Services Backup Strategy* (Section 2.2)
- Statement on restoration clarified in the following sections:
    - *Oracle Cloud Services Backup Strategy* (Section 2.2)

Oracle Cloud Service Level Objective Policy (Section 3):

- Modified *System Availability* to *Service Availability* and *Uptime* to *Service Uptime* in this section:
    - *Service Availability* (Section 3.2)
- Some or all contents of the following sections from Appendix A of Cloud Service Pillar documentation have been moved to this section:
    - *Customer Monitoring and Testing Tools* (Section 3.4.2)
- Security testing allowed for select services in the section:
    - *Customer Monitoring and Testing Tools* (Section 3.4.2)

Oracle Cloud Change Management Policy (Section 4):

- Some or all contents of the following sections from Appendix A of Cloud Service Pillar documentation have been moved to this section
- Statement on notification of anticipated impact to details moved to Change Management knowledge article referenced in corresponding pillar document

Oracle Cloud Support Policy (Section 5):

- Some contents of the following section have been modified for consistency with CSA:
    - *Support Period* (Section 5.1.2)

## SECTION 12: VERSION 2.2, DECEMBER 1, 2016

This document outlines changes made to:

- Oracle Cloud Hosting and Delivery Policies dated July 1, 2016 and reflected in Oracle Cloud Hosting and Delivery Policies dated December 1, 2016

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated July 1, 2016 and reflected in the Oracle Cloud Hosting and Delivery Policies dated December 1, 2016:

Overview and Table of Contents:

- New paragraph added to clarify the scope of Oracle Remote Cloud Services
- References to "Oracle-managed" and "Customer-managed" Public Cloud Services removed for improved clarity and related content moved to applicable Cloud Service Pillar documentation

Oracle Cloud Security Policy (Section 1):

- These sections have new numbering:
  - *User Encryption for External Connections* (previous Section 1.3, new Section 1.2)
  - *Physical Security Safeguards* (previous Section 1.4, new Section 1.3)
  - *Oracle Software Security Assurance* (previous Section 1.5, new Section 1.4)
  - *Customer Security Related Obligations* (previous Section 1.6, new Section 1.5)
- Some or all contents of the following sections have been moved to the applicable Cloud Service Pillar documentation:
  - *Scope of Customer-Managed Public Cloud Services (previous Section 1.2)*

Oracle Cloud Service Continuity Policy (Section 2):

- These sections have new numbering:
  - *Oracle Cloud Services High Availability Strategy* (previous Section 2.2, new Section 2.1)
  - *Oracle Cloud Services Backup Strategy* (previous Section 2.3, new Section 2.2)
- Some or all contents of the following sections have been moved to the applicable Cloud Service Pillar documentation:
  - *Scope* (previous Section 2.1)
  - *Oracle Cloud Services Backup Strategy* (previous Section 2.3)

Oracle Cloud Service Level Objective Policy (Section 3):

- These sections have a new title:
  - *Service Availability Provisions* (Section 3.2) *is changed to Service Availability* (Section 3.2)
- These sections are new:
  - *Measurement of Availability* (new Section 3.2.1)
  - *Reporting of Availability* (new Section 3.2.2)
- Some or all contents of the following sections have been moved to the applicable Cloud Service Pillar documentation:
  - *Definition of Unplanned Downtime* (Section 3.3)
  - *Customer Monitoring & Testing Tools* (Section 3.4.2)

Oracle Cloud Change Management Policy (Section 4):

- Some or all contents of the following sections have been moved to the applicable Cloud Service Pillar documentation:
  - *Oracle Cloud Change Management and Maintenance* (Section 4.1)

## SECTION 13: VERSION 2.1, JULY 1, 2016

This document outlines changes made to:

- Oracle Cloud Enterprise Hosting and Delivery Policies dated Dec. 1, 2015
- Oracle Cloud Hosting and Delivery Policies dated Dec. 1, 2015
- Oracle Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies dated March 16, 2016
- Oracle Cloud for Industry Hosting and Delivery Policies dated Dec. 30, 2015
- Oracle Hospitality Cloud and Oracle Retail Cloud Hosting and Delivery Policies dated August 10, 2015
- and reflected in Oracle Cloud Hosting and Delivery Policies dated July 1, 2016:
  The following changes are made to the Oracle Cloud Enterprise Hosting and Delivery Policies dated Dec. 1, 2015 and reflected in the Oracle Cloud Hosting and Delivery Policies dated July 1, 2016:

Overview and Table of Contents:

New paragraph added to clarify the scope of Oracle-managed and Customer-managed Public Cloud Services and OPCM specific responsibilities

Oracle Cloud Security Policy (Section 1):

- These sections have new numbering:
    - *User Encryption for External Connections* (previous Section 1.1, new Section 1.3)
    - *Physical Security Safeguards* (previous Section 1.8, new Section 1.4)
    - *Oracle Software Security Assurance* (previous Section 1.14, new Section 1.5)
- These sections are added:
    - *Oracle Information Security Practices – General* (new Section 1.1)
    - *Scope of Customer-Managed Public Cloud Services* (new Section 1.2)
    - *Customer Security Related Obligations* (new Section 1.6)
- These sections are covered in the Security Practices document:
    - *Segregation in Networks* (previous Section 1.2)
    - *Network Access Control* (previous Section 1.3)
    - *Network Bandwidth and Latency* (previous Section 1.4)
    - *Network Routing Control* (previous Section 1.5)
    - *Network Security Management* (previous Section 1.6)
    - *System Hardening* (previous Section 1.7)
    - *System Access Control & Password Management* (previous Section 1.9)
    - *Review of Access Rights* (previous Section 1.10)
    - *Security-Related Maintenance* (previous Section 1.11)
    - *Data Management / Protection* (previous Section 1.12)

- o *Regulatory Compliance* (previous Section 1.13)

Oracle Cloud System Resiliency Policy (previous Section 2) and Oracle Cloud Disaster Recovery Service Policy (previous Section 3) are combined into Oracle Cloud Service Continuity Policy (new Section 2):

- Scope (new Section 2.1) is added to clarify the scope of Oracle-managed and Customer-managed Public Cloud Services
- These sections are combined into Oracle Cloud Services High Availability Strategy (new Section 2.2):
  - o *Oracle Cloud Services High Availability Strategy* (previous Section 2.1)
  - o *Redundant Power* (previous Section 2.2)
  - o *Redundant Network Infrastructure* (previous Section 2.3)
  - o *Redundant Program Servers* (previous Section 2.4)
  - o *Redundant Database Servers* (previous Section 2.5)
  - o *Redundant Storage* (previous Section 2.6)
- This section has new numbering: Oracle Cloud Services Backup Strategy (previous Section 2.7, new Section 2.3)
- These sections are covered in applicable Cloud Service Pillar documentation:
  - o *Scope* (previous Section 3.1)
  - o *Disaster Recovery* (previous Section 3.3)
- These sections are covered in DR Practices document:
  - o *System Resiliency* (previous Section 3.2)
  - o *Approvals and Reviews* (previous Section 3.4)
  - o *Service Restoration* (previous Section 3.5)
  - o *Disaster Recovery Plan Objectives* (previous Section 3.6)
  - o *Plan Testing* (previous Section 3.7)

Oracle Cloud Service Level Objective Policy (previous Section 4, new Section 3):

- This section has new numbering: *Hours of Operation* (previous in the *Overview* section, new Section 3.1)
- These sections are combined into *Service Availability Provisions* (new Section 3.2):
  - o *Service Availability Provisions* (previous Section 4.1)
  - o *Target System Availability Level of Oracle Cloud Service* (previous Section 4.2)
- These sections have new numbering and/or title:
  - o *Definition of Availability and Unplanned Downtime* (previous Section 4.3) is changed to *Definition of Unplanned Downtime* (new Section 3.3)

- - o *Monitoring* (previous Section 4.5, new Section 3.4)
- Some or all contents of these sections are covered in applicable Cloud Service Pillar documentation:
  - o *Target System Availability Level of Oracle Cloud Service* (previous Section 4.2)
  - o *Measurement of Availability* (previous Section 4.4)

Oracle Cloud Change Management Policy (previous Section 5, new Section 4):

- Reference to Change Management Knowledge Article in MOS is moved to applicable Cloud Service Pillar documentation
- *Deprecated Features* (previous Section 5.2.3) is removed because the topic is addressed in the Successor Cloud Services section in the Ordering Document

Oracle Cloud Support Policy (previous Section 6, new Section 5):

- *Policy Exceptions* (previous Section 6.6) is removed as exceptions to the Cloud Hosting and Delivery Policies are not permitted

Oracle Cloud Suspension and Termination Policy (previous Section 7, new Section 6):

- *Termination of Cloud Services* (previous Section 7.1) is split into *Termination of Cloud Service* (new Section 6.1) and *Termination of Pilot Environments* (new Section 6.2)
- This section has new numbering: *Suspension Due to Violation* (previous Section 7.2, new Section 6.3)
- *Exportable Data* (previous Section 7.3) is removed as the exportable data may differ by service and some of the content is already covered in new Section 6.1

Appendices (previous *Appendix A, Appendix B*):

- Contents are moved to applicable Cloud Service Pillar documentation or Practices documents as applicable

The following changes are made **to Oracle Cloud Hosting and Delivery Policies** dated Dec. 1, 2015 and reflected in **Oracle Cloud Hosting and Delivery Policies** dated July 1, 2016:

Oracle Cloud Security Policy (Section 1):

- These sections have new numbering:
  - o *User Encryption for External Connections* (previous Section 1.1, new Section 1.3)
  - o *Physical Security Safeguards* (previous Section 1.7, new Section 1.4)
  - o *Oracle Software Security Assurance* (previous Section 1.13, new Section 1.5)
- These sections are added:
  - o *Oracle Information Security Practices – General* (new Section 1.1)
  - o *Scope of Customer-Managed Public Cloud Services* (new Section 1.2)
  - o *Customer Security Related Obligations* (new Section 1.6)

- These sections are covered in the Security Practices document:
    - *Network Access Control* (previous Section 1.2)
    - *Network Bandwidth and Latency* (previous Section 1.3)
    - *Anti-Virus Controls* (previous Section 1.4)
    - *Firewalls* (previous Section 1.5)
    - *System Hardening* (previous Section 1.6)
    - *System Access Control & Password Management* (previous Section 1.8)
    - *Review of Access Rights* (previous Section 1.9)
    - *Security-Related Maintenance* (previous Section 1.10)
    - *Data Management / Protection* (previous Section 1.11)
    - *Regulatory Compliance* (previous Section 1.12)

Oracle Cloud System Resiliency Policy (previous Section 2) is covered in Oracle Cloud Service Continuity Policy (new Section 2):

- These sections are added:
    - *Scope* (new Section 2.1)
    - *Oracle Cloud Services High Availability Strategy* (new Section 2.2)
- This section has new numbering: *Oracle Cloud Services Backup Strategy* (previous Section 2.1, new Section 2.3)

Oracle Cloud Service Level Objective Policy (Section 3):

- This section has new numbering: *Hours of Operation* (previous in the Overview section, new Section 3.1)
- These sections are combined as *Service Availability Provisions* (new Section 3.2):
    - *Service Availability Provisions* (previous Section 3.1)
    - *Target System Availability Level of Oracle Cloud Service* (previous Section 3.2)
- These sections have new numbering or title:
    - *Definition of Availability and Unplanned Downtime* (Section 3.3) is changed to *Definition of Unplanned Downtime* (Section 3.3)
    - *Monitoring* (previous Section 3.5, new Section 3.4)
- Some or all contents of these sections are covered in applicable Cloud Service Pillar documentation:
    - *Target System Availability Level of Oracle Cloud Service* (previous Section 3.2)
    - *Measurement of Availability* (previous Section 3.4)

Oracle Cloud Change Management Policy (Section 4):

- Reference to Change Management Knowledge Article in MOS is moved to applicable Cloud Service Pillar documentation
- *Deprecated Features* (previous Section 4.2.3) is removed because the topic is addressed in the Successor Cloud Services section in the Ordering Document

Oracle Cloud Support Policy (Section 5):

- *Policy Exceptions* (previous Section 5.6) is removed as exceptions to the Cloud Hosting and Delivery Policies are not permitted

Oracle Suspension and Termination Policy (Section 6):

- *Termination of Cloud Services* (previous Section 6.1) is split into *Termination of Cloud Service* (new Section 6.1) and *Termination of Pilot Environments* (new Section 6.2)
- This section has new numbering: *Suspension Due to Violation* (previous Section 6.2, new Section 6.3)

Appendices (previous Appendix A, Appendix B, Appendix C, Appendix D, Appendix E):

- Contents are moved to applicable Cloud Service Pillar documentation or Practices documentation

The following changes are made to Oracle **Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies** dated March 16, 2016 and reflected in **Oracle Cloud Hosting and Delivery Policies** dated July 1, 2016:

Oracle Security Policy (Section 1):

- *Scope* (previous Section 1.1) and *Customer Responsibilities* (previous Section 1.2) are combined into *Scope of Customer-Managed Public Cloud Services* (new Section 1.2)
- These sections are added:
  - *Oracle Information Security Practices – General* (new Section 1.1)
  - *User Encryption for External Connections* (new Section 1.3)
  - *Physical Security Safeguards* (new Section 1.4)
  - *Oracle Software Security Assurance* (new Section 1.5)

Oracle Cloud Service Continuity Policy (new Section 2) is added

Oracle Cloud Service Level Objective Policy (previous Section 2, new Section 3):

- These sections are added:
  - *Hours of Operation* (new Section 3.1)
  - *Monitoring* (new Section 3.4)
- These sections have new numbering:
  - *Service Availability Provisions* (previous Section 2.1, new Section 3.2)
  - *Definition of Unplanned Downtime* (previous Section 2.2, new Section 3.3)

Oracle Cloud Change Management Policy (new Section 4) is added

Oracle Cloud Support Policy (new Section 5) is added

Oracle Cloud Suspension and Termination Policy (new Section 6) is added

The following changes are made to **Oracle Cloud for Industry Hosting and Delivery Policies** dated Dec. 30, 2015 and **Oracle Hospitality Cloud and Oracle Retail Cloud Hosting and Delivery Policies** dated August 10, 2015 and reflected in **Oracle Cloud Hosting and Delivery Policies** dated June, 2016:

Oracle Cloud Security Policy (Section 1):

- These sections have new numbering and/or title:
    - *Encryption - External Connections* (previous Section 1.1) is changed to *User Encryption for External Connections* (new Section 1.3)
    - *Data Center Physical Security* (previous Section 1.2) is changed to *Physical Security Safeguards* (new Section 1.4)
- These sections are added:
    - *Oracle Information Security Practices – General* (new Section 1.1)
    - *Scope of Customer-Managed Public Cloud Services* (new Section 1.2)
    - *Oracle Software Security Assurance* (new Section 1.5)
    - *Customer Security Related Obligations* (new Section 1.6)
- These sections are covered in the Security Practices document:
    - *Network Security* (previous Section 1.3)
    - *Administration Access & Control* (previous Section 1.4)
    - *Network Connectivity and Service Level Availability* (previous Section 1.5)
    - *Audit, Configuration and Vulnerability Management* (previous Section 1.6)
    - *Application Access Control – Customer Responsibilities* (previous Section 1.7)
    - *Data Management / Protection* (previous Section 1.8)
    - *Data Privacy, Information Protection & Regulatory Governance* (previous Section 1.9)

    **Oracle Cloud System Resiliency Policy** (previous Section 2) **and Oracle Cloud Disaster Recovery Service Policy** (previous Section 3) are combined into **Oracle Cloud Service Continuity Policy** (new Section 2):

- *Scope* (new Section 2.1) is added to clarify the scope of Oracle-managed and Customer-managed Public Cloud Services
- These sections are combined into *Oracle Cloud Services High Availability Strategy* (new Section 2.2):
    - *Oracle Cloud Services High Availability Strategy* (previous Section 2.1)
    - *Redundant MEP Infrastructure* (previous Section 2.2)
    - *Redundant Network Infrastructure* (previous Section 2.3)
    - *Redundant Application Servers* (previous Section 2.4)
    - *Redundant Database Servers* (previous Section 2.5)
    - *Redundant Storage* (previous Section 2.6)
- This section has new numbering: *Oracle Cloud Services Backup Strategy* (previous Section 2.7, new Section 2.3)

- These sections are covered in the Global Business Units Cloud Services Pillar documentation:
  - *Scope* (previous Section 3.1)
  - *Disaster Recovery* (previous Section 3.3)
- These sections are covered in DR Practices document:
  - *System Resilience* (previous Section 3.2)
  - *Approvals and Reviews* (previous Section 3.4)
  - *Service Restoration* (previous Section 3.5)
  - *Disaster Recovery Plans* (previous Section 3.6)
  - *Plan Testing* (previous Section 3.7)

**Oracle Cloud Service Level Objective Policy** (previous Section 4, new Section 3):

- This section has new numbering: *Hours of Operation* (previous in the Overview section, new Section 3.1)
- These sections are combined into *Service Availability Provisions* (new Section 3.2):
  - *Service Availability Provisions* (previous Section 4.1)
  - *Target System Availability Level of Oracle Cloud Service* (previous Section 4.2)
- These sections have new numbering and/or title:
  - *Definition of Availability and Unplanned Downtime* (previous Section 4.3) is changed to *Definition of Unplanned Downtime* (new Section 3.3)
  - *Monitoring* (previous Section 4.5, new Section 3.4)
- Some or all contents of these sections are covered in the Global Business Units Cloud Services Pillar documentation:
  - *Target System Availability Level of Oracle Cloud Service* (previous Section 4.2)
  - *Measurement of Availability* (previous Section 4.4)

**Oracle Cloud Change Management Policy** (previous Section 5, new Section 4):

- This section has new numbering: *Oracle Cloud Change Management and Maintenance* (previous Section 5.1, new Section 4.1)
- Some or all contents of these sections are covered in the Global Business Units Cloud Services Pillar documentation:
  - *Application Upgrades and Updates* (previous Section 5.1.1)
  - *Core System Maintenance* (previous Section 5.1.2)
  - *Routine Infrastructure Maintenance* (previous Section 5.1.3)
  - *End of Life for Oracle Global Business Unit Cloud Services* (previous Section 5.2)
- *Deprecated Features* (previous Section 5.3) is removed because the topic is addressed in the Successor Cloud Services section in the Ordering Document

**Oracle Cloud Support Policy** (previous Section 6, new Section 5):

- *Policy Exceptions* (previous Section 6.6) is removed as exceptions to the *Cloud Hosting and Delivery Policies* are not permitted

**Oracle Suspension and Termination Policies** (previous Section 7, new Section 6):

- *Termination of Cloud Services* (previous Section 7.1) is split into *Termination of Cloud Services* (new Section 6.1) and *Termination of Pilot Environments* (new Section 6.2)

- *Termination of Trial Environments* (previous Section 7.1.2) is removed
- This section has new numbering: *Suspension Due to Violation* (previous Section 7.2, new Section 6.3)
- *Exportable Data* (previous Section 7.3) is removed as the exportable data may differ by service and some of the content is already covered in new Section 6.1