

# Oracle Cloud Hosting and Delivery Policies Statement of Changes

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Effective Date: May 2026, Version 3.12

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## SECTION 1: VERSION 3.12, MAY 1, 2026

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated February 2026 and reflected in the Oracle Cloud Hosting and Delivery Policies dated May 2026:

Oracle Cloud Support Policy (Section 5):

- Some content modified to provide clarity on Oracle's support engagement model
  - Oracle Cloud Support (5.1.4)
- Clarified support request submission workflows available 24x7x365 through Oracle web-based customer support systems
  - Live Support (5.2.2)

## SECTION 2: VERSION 3.11, FEBRUARY 1, 2026

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated September 2025 and reflected in the Oracle Cloud Hosting and Delivery Policies dated February 2026:

Oracle Cloud Security Policy (Section 1):

- Some content modified to reflect ISO/IEC 27002 2022 update title change
  - *Oracle Information Security Practices – General* (1.1)
- Added content mandating multi-factor authentication (MFA) for all users accessing Oracle Cloud Services
  - *System Access Controls* (1.3)
- Added content to clarify access to SOC 1 and SOC 2 reports and obligations to protect and use such reports
  - *External Reviews* (1.12)

Oracle Cloud Service Level Agreement (Section 3):

- Updated the reference to Oracle's Corporate Security Practices
  - *Customer Monitoring & Testing Tools* (3.4.1)

Oracle Cloud Change Management Policy (Section 4):

- Some content modified to provide clarity on Software Updates
  - *Software Updates* (4.1.3)
- Some content modified to provide clarity on End of Life (EOL) for Oracle Cloud Services
  - *End Of Life* (4.1.4)

## SECTION 3: VERSION 3.10, SEPTEMBER 1, 2025

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated August 2025 and reflected in the Oracle Cloud Hosting and Delivery Policies dated September 2025:

AI Terms (Section 7):

- Added a new section

## **SECTION 4: VERSION 3.9, AUGUST 1, 2025**

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated February 2025 and reflected in the Oracle Cloud Hosting and Delivery Policies dated August 2025:

Overview:

- Some content modified to provide clarity on Data Center Region
- Added content covering Customer cooperation necessary for Oracle to implement and maintain the Oracle Cloud Services

Oracle Cloud Security Policy (Section 1):

- Some content modified to provide clarity on customer obligations to scan for vulnerabilities
  - *Other Customer Security Related Obligations* (1.15)

Oracle Cloud Service Continuity Policy (Section 2):

- Some content modified to provide clarity on business continuity
  - *Oracle Business Continuity* (2.3)

Oracle Cloud Service Level Agreement (Section 3):

- Some content removed to provide clarity on Service Credits
  - *Service Credits* (3.2.3)

Oracle Cloud Change Management Policy (Section 4):

- Some content moved to Overview section to provide clarity
  - *Oracle Cloud Change Management and Maintenance* (4.1)
- Some content removed to provide clarity on terminology
  - *Security Maintenance* (4.1.1)

## **SECTION 5: VERSION 3.8, FEBRUARY 1, 2025**

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated August 2024 and reflected in the Oracle Cloud Hosting and Delivery Policies dated February 2025:

Oracle Cloud Security Policy (Section 1):

- Some content modified to provide clarity on security for data centers
  - *Physical Security Safeguards* (1.2)
- Some content modified to provide clarity on multi-factor authentication and access logging
  - *System Access Controls* (1.3)

- Some content modified to provide clarity on TLS connections
  - *User Encryption for External Connections* (1.5)
- Some content modified to provide clarity on customer obligations to scan for vulnerabilities
  - *Other Customer Security Related Obligations* (1.15)

#### Oracle Cloud Service Continuity Policy (Section 2):

- Some content modified to provide clarity on business continuity
  - *Oracle Business Continuity* (2.3)

#### Oracle Cloud Service Level Agreement (Section 3):

- Some content removed to provide clarity on service availability
  - *Service Availability* (3.2)
- Some content has been modified to provide clarity on monitoring
  - *Monitoring* (3.4)
- This section has been removed
  - *Monitored Components* (3.4.1)
- This section has new numbering
  - *Customer Monitoring & Testing Tools* (3.4.1)

#### Oracle Cloud Change Management Policy (Section 4)

- Some content removed to provide clarity on terminology
- Added content covering Customer cooperation for changes
  - *Oracle Cloud Change Management and Maintenance* (4.1)
- Some content modified for notification due to service continuity
  - *Data Center Migrations* (4.1.2)

## **SECTION 6: VERSION 3.7, AUGUST 1, 2024**

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated February 2024 and reflected in the Oracle Cloud Hosting and Delivery Policies dated August 2024:

#### Oracle Cloud Security Policy (Section 1):

- Clarified requirements for Oracle-managed data centers
  - *Physical Security Safeguards* (1.2)
- Some content modified to provide clarity on asset management
  - *Asset Management* (1.9)
- Some content modified to provide clarity on security logging
  - *Security Logs* (1.14)

- Some content modified to provide clarity on customer obligations
  - *Other Customer Related Security Obligations (1.15)*

#### Oracle Cloud Service Level Agreement (Section 3):

- This section has a new title and some content was modified to provide clarity on Unplanned Downtime
  - *Definition of Unplanned Downtime (Unavailability) (3.3)*

#### Oracle Cloud Change Management Policy (Section 4):

- This section has a new title and some content was modified to provide clarity on security maintenance outside of scheduled maintenance windows
  - *Security Maintenance (4.1.1)*
- Added a commitment to provide 12 months advance notice for End of Life Services
  - *End of Life (4.2.2)*

#### Oracle Cloud Suspension and Termination Policy (Section 6):

- Some content was modified to provide clarity on the use of Services at the end of the Services Period
  - *Termination of Oracle Cloud Services (6.1)*

## **SECTION 7: VERSION 3.6, FEBRUARY 1, 2024**

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated June 2023 and reflected in the Oracle Cloud Hosting and Delivery Policies dated February 2024:

#### Overview:

- Added a definition for the North America Data Center Region
- Clarified that all commitments in the H&D are for production instances, and removed instances of the word “production” throughout the policy

#### Oracle Cloud Security Policy (Section 1):

- Clarified that Oracle delivers products, no matter how those products are deployed
  - *Oracle Software Security Assurance (1.13)*

#### Oracle Cloud Change Management and Maintenance (Section 4):

- Updated “GA” terminology to “supported releases”:
  - *Software Updates (4.2.1)*
  - *End of Life (4.2.2)*

#### Oracle Cloud Suspension and Termination Policy (Section 6):

- Clarified when termination occurs in relation to the Service Period:
  - *Termination of Oracle Cloud Services (6.1)*

- “Pilots” are now included in the commitment for the 30 day retention period for Customer Data:
  - *Termination of Oracle Cloud Services (6.1)*
- Removed section 6.2 due to Pilots being added to 6.1:
  - *Termination of Pilot Services (6.2)*

## SECTION 8: VERSION 3.5, JUNE 1, 2023

The following changes are made to the Oracle Cloud Hosting and Delivery Policies dated December 2022 and reflected in the Oracle Cloud Hosting and Delivery Policies dated June 2023:

### Overview:

- Removed exception for Oracle ETAWorkforce

### Oracle Cloud Security Policy (Section 1):

- Replaced “environments” with “Cloud Service” throughout the document for consistency
  - *System Access Controls (1.3)*
- Replaced “version” with “release” throughout the document for consistency
  - *User Encryption for External Connections (1.5)*
- Some content removed to provide clarity on the scope of confidentiality agreements and information protection training:
  - *Confidentiality and Training (1.8)*
- Added a statement that SOC 2 is based on Trust Services Criteria:
  - *External Reviews (1.12)*

### Oracle Cloud Service Level Agreement (Section 3):

- Some content modified to provide clarity on reporting of Service Level Availability:
  - *Reporting of Availability (Section 3.2.2)*

### Oracle Cloud Change Management and Maintenance (Section 4):

- Some content modified to provide advanced notice for scheduled maintenance:
  - *Oracle Cloud Change Management and Maintenance (4.1)*

### Oracle Cloud Support Policy (Section 5):

- Some content modified to provide clarity on support:
  - *Oracle Cloud Support (5.1.4)*
- Some content modified to provide clarity on the Terms of Use for the support portals and limiting information entered into service requests:
  - *Oracle Cloud Customer Support Portal (5.2.1)*
- Some content modified to provide clarity on assignment of severity:

- *Severity Definitions* (5.3)
- These sections have new titles:
  - *Severity 1 (Critical Outage)* (5.3.1)
  - *Severity 2 (Significant Impairment)* (5.3.2)
  - *Severity 3 (Technical Issue)* (5.3.3)
  - *Severity 4 (General Guidance)* (5.3.4)
- Some content modified to provide clarity on 24x7 customer contact requirements and downgrade criteria:
  - *Severity 1 (Critical Outage)* (5.3.1)
- Some content modified to provide clarity on initial severity:
  - *Initial Severity Level* (5.4.1)
- Some content modified to provide clarity on downgrading a severity:
  - *Downgrade of Service Request Levels* (5.4.2)
- Some content removed to provide remove ambiguity on severity level designations:
  - *Adherence to Severity Level Definitions* (5.4.4)

#### Termination of Pilot Services (Section 6):

- Removed “production” from pilots

#### Use of Services (Section 7):

- Removed specific country language and linked to Global Trade Compliance policy

## **SECTION 9: VERSION 3.4, DECEMBER 1, 2022**

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

#### Overview:

- Data Center Region is now a defined term
- Some content modified to provide clarity on replication
- Added a commitment to update policies every six months

#### Oracle Cloud Security Policy (Section 1):

- Some content modified to provide clarity on access commitments:
  - *System Access Controls* (1.3)
- Some content modified to use defined terms:
  - *Data Access Controls* (1.4)
- Some content modified for log storage:
  - *Security Logs* (1.14)

Oracle Cloud Service Continuity Policy (Section 2):

- Some content modified to align language with defined terms:
  - *Oracle Cloud Services Backup Strategy* (Section 2.2)
- Added a new section:
  - *Oracle Business Continuity* (Section 2.3)

Oracle Cloud Service Level Agreement (Section 3):

- New content added to provide example calculations:
  - *Measurement of Availability* (Section 3.2.1)

This section has a new title:

- *Emergency Maintenance* (Section 4.1.1) is changed to *Critical Security Maintenance*

Oracle Cloud Change Management and Maintenance (Section 4):

- Some content modified to clarify examples of Critical Security Maintenance:
  - *Critical Security Maintenance* (4.1.1)
- This section has been removed:
  - *Major Maintenance* (4.1.2)

## **SECTION 10: VERSION 3.3, JUNE 1, 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 11: VERSION 3.2, DECEMBER 1, 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 12: VERSION 3.1, JUNE 1, 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 13: VERSION 3.0, DECEMBER 1, 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:
  - *Data and Network Segregation* (1.7)
- Added a statement that there is segregation between the Oracle Corporate network and Oracle Public Cloud networks:
  - *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:
  - *Confidentiality and Training* (1.8)
- Added a statement that Oracle has an Information Security Program (“ISP”):
  - *Oracle Internal Information Security Policies* (1.10)
- This section is new:
  - *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:
  - *Security Logs* (1.14)
- This section has new numbering:
  - *Other Customer Security Related Obligations* (1.15)

## SECTION 14: VERSION 2.9, JUNE 1, 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:
  - Overview

### Oracle Cloud Service Level Agreement (Section 3):

- Increased Target Service Availability Level (or Target Service Uptime) to 99.7%:
  - *Service Availability* (3.2)
- Some content added to clarify exceptions to unplanned downtime caused by You or Your Users:
  - *Definition of Unplanned downtime* (3.3)
- Added a statement to allow functional testing for Oracle Cloud Services:
  - *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 15: VERSION 2.8, JANUARY 1, 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 16: VERSION 2.7, JUNE 1, 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 17: VERSION 2.6, SEPTEMBER 1, 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 18: VERSION 2.5, JUNE 1, 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:
  - *Physical Security Safeguards (Section 1.2)*
- Some content modified to improve clarity for encryption of external connections:
  - *User Encryption for External Connections (Section 1.5)*
- Some content modified to improve clarity on consent for data collection:
  - *Asset Management (Section 1.9)*
- Some content modified to clarify Cloud at Customer responsibilities:
  - *Physical Security Safeguards (Section 1.2)*

Oracle Cloud Service Level Objective Policy (Section 3):

- New statement added to provide assurances of data center resiliency:
  - *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:

- *Customer Monitoring & Testing Tools* (Section 3.4.2)

#### Oracle Cloud Change Management Policy (Section 4):

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

## **SECTION 19: VERSION 2.4, DECEMBER 1, 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 20: VERSION 2.3, 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 21: VERSION 2.2, 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 22: VERSION 2.1, JULY 1, 2016

This update 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)
- *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):
  - *Oracle Cloud Services High Availability Strategy* (previous Section 2.1)
  - *Redundant Power* (previous Section 2.2)
  - *Redundant Network Infrastructure* (previous Section 2.3)
  - *Redundant Program 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 applicable Cloud Service Pillar documentation:
  - *Scope* (previous Section 3.1)
  - *Disaster Recovery* (previous Section 3.3)
- These sections are covered in DR Practices document:
  - *System Resiliency* (previous Section 3.2)
  - *Approvals and Reviews* (previous Section 3.4)
  - *Service Restoration* (previous Section 3.5)
  - *Disaster Recovery Plan Objectives* (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 applicable Cloud Service 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):

- 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:
  - *User Encryption for External Connections* (previous Section 1.1, new Section 1.3)
  - *Physical Security Safeguards* (previous Section 1.7, new Section 1.4)
  - *Oracle Software Security Assurance* (previous Section 1.13, 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:
  - *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