

Verification of Declaration of Adherence

Declaring Company: Cisco International Limited



EU
CLOUD
COC

Verification-ID 2021LVL02SCOPE217

Date of Approval October 2021

Valid until October 2022

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1 Verification against v2.11 of the EU Cloud CoC

This Declaration of Adherence was against the *European Data Protection Code of Conduct for Cloud Service Providers* ('**EU Cloud CoC**')¹ in its version 2.11 ('**v2.11**')² as of December 2020.

Originally being drafted by the Cloud Select Industry Group³ ('**C-SIG**') the EU Cloud CoC, at that time being called C-SIG Code of Conduct on data protection for Cloud Service Providers, the Code was developed against Directive 95/46/EC⁴ incorporates feedback by the European Commission as well as Working Party 29. Following an extensive revision of earlier versions of Code and further developing the substance of the Code v2.11 and its provisions has been aligned to the European General Data Protection Regulation ('**GDPR**')⁵.

2 List of declared services

2.1 Webex⁶

Webex by Cisco is an enterprise solution for video conferencing, online meetings, screen share, and webinars. Webex Suite is the first, comprehensive suite for hybrid work consisting of services such as Calling, Meetings (i.e. Webex Meetings), Messaging (i.e. Webex and Webex App), Slido and Socio.

In scope of the Assessment has been the Webex Cloud Service Family with its Meetings and Messaging components, i.e., Webex Meetings, Webex and Webex App ^{7,8}

3 Verification Process - Background

V2.11 of the EU Cloud CoC has been developed against GDPR and hence provides mechanisms as required by Articles 40 and 41 GDPR⁹.

¹ <https://eucoc.cloud>

² <https://eucoc.cloud/get-the-code>

³ <https://ec.europa.eu/digital-single-market/en/cloud-select-industry-group-code-conduct>

⁴ <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:31995L0046>

⁵ <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32016R0679>

⁶ <https://www.webex.com/>

⁷ The interface of Webex App, thus the cloud-run features, is in scope of the cloud service environment, thus subject to the Code and in the scope of the declaration of adherence. However, the mere client related matters of Webex App, i.e., local runtime environments etc., is not reflecting a cloud service, thus not subject to the Code and consequently out of scope of this declaration of adherence.

⁸ **NOTE:** The content for the service description has been provided by the CSP and does not reflect any opinion of or assessment by the Monitoring Body.

⁹ <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32016R0679>

3.1 Approval of the Code and Accreditation of the Monitoring Body

The services concerned passed the verification process by the Monitoring Body of the EU Cloud CoC, i.e., SCOPE Europe sprl/bvba¹⁰.

The Code has been officially approved May 2021¹¹. SCOPE Europe has been officially accredited as Monitoring Body May 2021¹². The robust and complex procedures and mechanisms can be reviewed by any third party in detail at the website of the EU Cloud CoC alongside a short summary thereof.¹³

3.2 Principles of the Verification Process

Notwithstanding the powers of and requirements set-out by the supervisory authority pursuant Article 41 GDPR, the Monitoring Body will assess whether a Cloud Service, that has been declared adherent to the Code, is compliant with the requirements of the Code - especially as laid down in the Controls Catalogue. Unless otherwise provided by the Code, the Monitoring Body's assessment process will be based on an evidence-based conformity assessment, based on interviews and document reviews; pro-actively performed by the Monitoring Body.

To the extent the Monitoring Body is not satisfied with the evidence provided by a CSP with regards to the Cloud Service to be declared adherent to the Code, the Monitoring Body will request additional information. Where the information provided by the CSP appears to be inconsistent or false, the Monitoring Body will - as necessary - request substantiation by independent reports.

3.3 Multiple Safeguards of Compliance

Compliance of adherent services is safeguarded by the interaction of several mechanisms, i.e., continuous, rigorous, and independent monitoring, an independent complaints' handling and finally any CSP declaring services adherent is subject to substantial remedies and penalties in case of any infringement.

3.4 Process in Detail

It is expected that, prior to any assessment of the Monitoring Body, each CSP assesses its compliance internally. When declaring its service(s) adherent to the EU Cloud CoC, each CSP must elaborate its

¹⁰ <https://scope-europe.eu>

¹¹ <https://www.gegevensbeschermingsautoriteit.be/publications/decision-n05-2021-of-20-may-2021.pdf>

¹² <https://www.gegevensbeschermingsautoriteit.be/publications/decision-n-06-2021-of-20-may-2021.pdf>

¹³ <https://euococ.cloud/en/public-register/assessment-procedure/>

compliance with each of the Controls as provided by the Code considering the Control Guidance, as provided by the Control's Catalogue, to the Monitoring Body.

The CSP may do so either by referencing existing third-party audits or certifications and their respective reports or by free text. Additionally, the CSP will have to provide a general overview on the functionalities, technical and organizational and contractual frameworks of the service(s) declared adherent.

With regards to internationally recognized standards, the Monitoring Body will consider the mapping as provided by the Controls Catalogue. However, the Monitoring Body will verify whether (a) any third-party certification or audit provided by the CSP applies to the Cloud Service concerned, (b) such third party certification or audit provided by the CSP is valid, (c) such third-party certification or audit has assessed and sufficiently reported compliance with the mapped controls of the third-party certification or audit concerned. Provided that the aforementioned criteria are met, the Monitoring Body may consider such third-party certifications or audits as sufficient evidence for the compliance with the Code.

Within Initial Assessments, the Monitoring Body selects an appropriate share of Controls that will undergo in-depth scrutiny, e.g., by sample-taking and request for further, detailed information including potentially confidential information. Within any other Recurring Assessment, the Monitoring Body will select an appropriate share of Controls provided both that over a due period every Control will be subject to scrutiny by the Monitoring Body and aspects of increased attention as indicated e.g., by media reports, publications and actions of supervisory authorities are covered.

If the responses of the CSP satisfy the Monitoring Body, especially if responses are consistent and of appropriate quality and level of detail, reflecting the requirements of the Controls and indications for appropriate implementation by the Control Guidance, then the Monitoring Body verifies the service(s) declared adhered as compliant and thereupon make them subject to continuous monitoring.

3.4.1 Levels of Compliance

V2.11 of the Code provides three different levels of Compliance. The different levels of compliance relate only to the levels of evidence that are submitted to the Monitoring Body. There is however no difference in terms of which parts of the Code are covered since adherent Cloud Services have to comply with all provisions of the Code and their respective Controls.

3.4.1.1 First Level of Compliance

The CSP has performed an internal review and documented its implemented measures proving compliance with the requirements of the Code with regard to the declared Cloud Service and confirms that the Cloud Service fully complies with the requirements set out in this Code and further specified in the Controls Catalogue. The Monitoring Body verifies that the Cloud Service complies with the Code by information originating from the CSP.

3.4.1.2 Second Level of Compliance

Additional to the “First Level of Compliance”, Compliance with the Code is partially supported by independent third-party certificates and audits, which the CSP has undergone with specific relevance to the Cloud Service declared adherent and which were based upon internationally recognised standards procedures. Any such third-party certificates and audits that covered controls similar to this Code, but not less protective, are considered in the verification process of the Monitoring Body. Each third-party certificates and audits that were considered in the verification process by the Monitoring Body shall be referred in the Monitoring Body’s report of verification, provided that the findings of such certificates were sufficiently and convincingly reported and documented towards the Monitoring Body and only to the extent such certificates and audits are in line with the Code. The CSP must notify the Monitoring Body if there are any changes to the provided certificates or audits.

The Controls Catalogue may give guidance on third-party certificates and audits that are equivalent to certain Controls in terms providing evidence of complying with the Code.

However, to those Controls that the CSP has not provided any equivalent third-party certificate or audit, the Monitoring Body verifies that the Cloud Service complies with the Code by information originating from the CSP.

The Monitoring Body may refuse application of Second Level of Compliance if third party certificates and audit reports, that are recognized by the Monitoring Body in the verification process concerned, are not covering an adequate share of Controls of this Code; such adequate share shall be subject to the discretion of the Monitoring Body, considering e.g., the share related to the overall amount of Controls of the Code or whether a full Section or topic is being covered.

3.4.1.3 Third Level of Compliance

Identical to the “Second Level of Compliance” but Compliance is fully supported by independent third-party certificates and audits, which the CSP has undergone with regard to the Cloud Service declared adherent and which were based upon internationally recognized standards.

To the extent a CSP refers to individual reports, such as ISAE-3000 reports, the CSP shall ensure that such reports provide sufficient and assessable information and details on the actual measures implemented by the CSP regarding the Cloud Service concerned. The Monitoring Body shall, if considered necessary, in consultation with the Steering Board, define further requirements on such individual reports, such as accreditation and training for auditors against the provisions and requirements of this Code.

3.4.2 Final decision on the applicable Level of Compliance

When declaring its Cloud Service adherent, the CSP indicates the Level of Compliance it is seeking to achieve. Any final decision, whether a CSP is meeting the requirements of a specific Level of Compliance is up to the sole discretion of the Monitoring Body.

3.5 Transparency about adherence

Each service adherent to the EU Cloud CoC must transparently communicate its adherence by both using the appropriate Compliance Mark¹⁴ and refer to the Public Register of the EU Cloud CoC¹⁵ to enable Customers to verify the validity of adherence.

4 Assessment of declared services by CISCO (see 2.)

4.1 Fact Finding

Following the declaration of adherence of Cisco International Limited (**'CISCO'**), the Monitoring Body provided CISCO with a template, requesting CISCO to detail its compliance with each of the Controls of the EU Cloud CoC. Additionally, the Monitoring Body requested an overview and reasoned response on the actual structure of the services declared adherent and why declared services are to be considered a “service family”. A service family requires that all services rely on the same core infrastructure, with regard to hardware and software, and are embedded in the same contractual framework.

CISCO promptly responded to the template. Information provided consisted of references and list of actual measures meeting the requirements of each Control, a free text answer describing their measures, and a reference to third party audits and certifications, where applicable. CISCO provided information illustrating the actual structure of the services declared adherent and describing the technical and contractual framework.

¹⁴ <https://euoc.cloud/en/public-register/levels-of-compliance/>

¹⁵ <https://euoc.cloud/en/public-register/>

4.2 Selection of Controls for in-depth assessment

Following the provisions of the Code and the Assessment Procedure applicable to the EU Cloud CoC¹⁶, the Monitoring Body analysed the responses and information provided by CISCO.

CISCO declared services have been externally certified and audited, e.g., CISCO holds current SOC 2, ISO 27001 and 27018, and C5 certificates. The declaration of adherence referred to the respective ISO 27001 certification within the responses to Section 6 of the Code (IT-Security). As provided by the Code, the Monitoring Body may consider third party certifications and audits. Accordingly, the Monitoring Body did verify the certification and references.

4.3 Examined Controls and related findings by the Monitoring Body

4.3.1 Examined Controls

The Monitoring Body reviewed the initial submission from CISCO which outlined how all the requirements of the Code were met by CISCO implemented measures. In line with the Monitoring Body's process outlined in Section 3.4, the Monitoring Body selected a subset of controls from the Code for in-depth scrutiny. In-depth scrutiny reflects sample taking and follow-up questions, whilst the latter may address requests for clarifications or more detailed information. The controls selected for this level of review were: 5.1.H, 5.2.C, 5.2.G, 5.3.B - F, 5.4.F, 5.5.C, 5.5.E, 5.5.F, 5.6.A, 5.7.E, 5.7.F, 5.8.B, 5.11A - C, 5.12.D, 5.12.G, 5.14.A - F, 6.1.A, 6.1.B, 6.2.H, 6.2.I, 6.2.P.

4.3.2 Findings by the Monitoring Body

During the process of verification, CISCO consistently prepared the Declaration of Adherence well and thoroughly. Responses being provided were detailed and never created any impression of intentional non-transparency. Requests for clarification or additional, supporting information and / or evidence were promptly dealt with and always met the deadlines set by the Monitoring Body.

One of the assessment's focuses was understanding the service provision and to what extent the declared services are subject to the assessment. CISCO recently and partially rebranded (internal) terminology, hence, documentation and references needed to be aligned. Constantly CISCO provided coherent and consistent information, allowing the Monitoring Body to conclude that the declared services qualify as a Cloud Service under the Code and qualify as a Cloud Service Family.

¹⁶ <https://eucooc.cloud/en/about/about-eu-cloud-coc/applicable-procedures/>

Another area of focus laid in assessing the implementation of appropriate procedures by CISCO, as required under the Code, e.g., related to assistance of Customers and management of subprocessors.

Relevant information is provided to Customers by a dedicated portal¹⁷, including detailed product information and Privacy Data Sheets. The latter forms a vital element to the Cloud Service Agreement. Thus, Monitoring Body verified that Customers are both aware of relevant element of the Cloud Service Agreement and are provided transparently with access to the Customer information portal. Alongside third-party generated audit reports and industry standard certifications related to CISCO Webex, the CISCO Webex ISO/IEC 27001 (ISMS), ISO/IEC 27017 (cloud), ISO/IEC 27018 Statement of Applicability and ISO 27701 Privacy Information Management System (PIMS) are available on the Cisco's dedicated portal.

CISCO has implemented a defined process for subprocessor management, including any changes to subprocessors. CISCO indicated a thorough process of due diligence, both prior engagement and on-going after engagement. This process comprises, e.g., of a Master Data Protection Agreement (MDPA) and a Cloud Application Service Provider Review (CASPR) programme. Monitoring Body was explicitly interested in understanding the data protection related dimension of such process. Additionally, Monitoring Body assessed the procedures indicated in the Cloud Service Agreement governing the changes to subprocessors. The Cloud Service Agreement provides for distinct periods, governing Customer's notification, and Customer's right to reject any such changes. Subject to the assessment was, besides others, to ensure that the process allows for Customers to take effective actions before any changes will apply. Given the implemented procedures and periods, Customers can take effective measures as defined by the Code.

A third dimension related to the assistance of Customers related to the enablement of Customers to retrieve their Customer Personal Data and to respond, e.g., to data subject right requests. CISCO indicated convincingly that Customers are fully enabled to perform relevant actions autonomously. Regardless, where needed, Customers may reach out to CISCO by various means to request further assistance.

Relevant to this assessment were also Third Country Transfers. CISCO safeguards any such transfers at a minimum by Standard Contractual Clauses. CISCO confirmed to update its agreements (with customers, with third-parties and within Intra Group Personal Data Transfer Agreement) according to

¹⁷ <https://trust.cisco.com/>

the recently published Standard Data Protection Clauses by the European Commission, an updated version of the Standard Contractual Clauses.

As a current and applicable ISO certification was provided, and the Monitoring Body may rely on such external reports and certifications, if those meet the criteria as set out in the Code, which is indicated where such international audit or certification is already being mapped within the Control's Catalogue. The Monitoring Body principally relates to CISCO's applicable and current ISO certification, after assessing its validity and statement of applicability.

5 Conclusion

Given answers by CISCO were consistent. Where necessary CISCO gave additional information or clarified their given information appropriately.

The Monitoring Body therefore verifies the services as compliant with the EU Cloud CoC based on the performed assessment as prescribed in 1. The services will be listed in the Public Register of the EU Cloud CoC¹⁸ alongside this report.

In accordance with sections 3.4.1.2 and 3.4.2 and given the type of information provided by CISCO to support the compliance of its service, the Monitoring Body grants CISCO with a Second Level of Compliance.

6 Validity

This verification is valid for one year. The full report consists of 10 pages in total, whereof this is the last page closing with the Verification-ID. Please refer to the table of contents at the top of this report to verify, that the copy you are reading is complete, if you have not received the copy of this report via the Public Register of the EU Cloud CoC¹⁹.

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¹⁸ <https://euococ.cloud/en/public-register/>

¹⁹ <https://euococ.cloud/en/public-register/>