



# **Tencent Cloud User Guide to Financial Industry Regulations & Guidelines in Thailand**

April 2026

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# 01

## Overview

Currently, information technology (IT) has been deeply integrated into the business operation systems of financial institutions, serving as a critical infrastructure for improving operational efficiency, reducing operational costs, enhancing customer convenience, and expanding the coverage of financial services. With the increasing widespread application of IT technologies, IT risks, cyber threats, and financial fraud risks have shown a diversified and continuously evolving trend. If financial institutions have loopholes in internal and external risk management or lack adequate preparation for cyber-attacks, it may give rise to operational risks, affect service continuity and customer trust, and potentially impact the overall stability of the financial system. To this end, the Bank of Thailand (hereinafter referred to as "BOT"), the Securities and Exchange Commission of Thailand (hereinafter referred to as "SEC"), and the Office of the Insurance Commission of Thailand (hereinafter referred to as "OIC") have formulated and issued a series of IT-related regulatory provisions. These provisions aim to guide financial institutions in adapting to the ever-changing risk environment and business models, establishing and improving a systematic IT risk and cybersecurity management mechanism, and ensuring the security, stability, and compliance of IT applications, thereby safeguarding the sound operation of the financial system.

Tencent Cloud closely monitors the latest regulatory developments and announcements issued by the BOT, SEC, and OIC, and is committed to assisting its financial institution customers in Thailand in meeting regulatory requirements. This article will clarify how Tencent Cloud helps customers comply with the regulatory requirements by focusing on the following key regulatory guidelines and notices of high concern to financial institutions:

**Bank of Thailand, BOT:**

- [BOT No. Sor Gor Chor 5/2566 Rules for Information Technology risk supervision of financial institutions and specialized financial institutions](#)
- [BOT No. FPG 8/2557 Regulations on Outsourcing of Financial Institutions](#)
- [BOT No. FPG 16/2563 Regulations on the use of services from business partners of financial institutions](#)
- [BOT No. SorNorChor 1/2564 Regulations on the IT supervision of payment systems and service providers](#)
- [BOT No. SorNorChor 6/2561 Regulations on General Supervision of Undertaking Designated Payment Service Business](#)
- [BOT No. SorNorChor 11/2561 Policies and measures on security of Information Technology systems](#)

**The Securities and Exchange Commission, SEC:**

- [SEC No. Sor Thor 38/2565 Rules in detail on establishment of Information Technology systems](#)
- [SEC No. Nor Thor 33/2567 Guidelines on establishment of Information Technology systems](#)
- [Cloud Computing Practice](#)

- [SEC No. Tor Thor 60/2561 Rules, Conditions and Procedures for Outsourcing Function related to Business Operation to Third Party](#)

**The Office of Insurance Commission, OIC:**

- [OIC B.E. 2563 Criteria for Life Insurance Companies' Governance and Management of Information Technology Risks \(IT Risks\)](#)
- [OIC B.E. 2563 Criteria for Non-life Insurance Companies' Governance and Management of Information Technology Risks \(IT Risks\)](#)



02

# Tencent Cloud Security and Privacy Compliance

Compliance is the foundation of Tencent Cloud's development. Tencent Cloud identifies and adopts advanced international and industry security standards, and complies with the requirements of different countries, regions, and industries. By continuously improving its internal management system and enhancing its security management and control capabilities, Tencent Cloud is fully committed to building cloud services that customers can trust.

At the same time, Tencent Cloud also actively participates in the development and promotion of industry security standards, adhering to the principle of "Compliance as a Service" to build and operate a secure and reliable cloud ecosystem.

Tencent Cloud has obtained a wide range of security and privacy compliance certifications through independent third-party audits and assessments. These certifications demonstrate that the security management and privacy protection frameworks meet relevant certification standards and industry best practices. For more information on Tencent Cloud compliance, please refer to the [Tencent Cloud Compliance Center](#). To request any relevant compliance certificates or reports, please submit a request through the [Compliance Document Download](#) for download.

Examples of Tencent Cloud's internationally recognized certifications, as well as regional and industry accreditations, are as follows:

## 2.1 Global Compliance

### CSA STAR Certification

The CSA STAR cloud security assessment is an international certification launched by the Cloud Security Alliance (CSA), a globally recognized non-profit organization. It extends the ISO/IEC 27001 Information Security Management System and incorporates the Cloud Control Matrix (CCM), visualizing cloud-specific security challenges and providing users with a clear overview of security architecture evaluation.

Leveraging years of accumulated security practices, Tencent Cloud has obtained the CSA STAR Gold Certification, demonstrating that its security governance framework meets internationally recognized cloud security standards.

### SOC Audit

System and Organization Controls (SOC) Reports are a series of internal control reports for service organizations issued by professional third-party accounting firms in accordance with the standards of the American Institute of Certified Public Accountants (AICPA). As independent audit reports, SOC Reports cover control points related to security, availability, and confidentiality of the Tencent Cloud platform.

Depending on the type of attestation service, SOC Reports can be provided to cloud users and their auditors, offering valuable information to help assess and address risks associated with the service organization.

## 2.2 ISO/IEC Certification

### ISO/IEC 22301: 2019 Certification

ISO/IEC 22301:2019 is an international standard for Business Continuity Management (BCM), providing a comprehensive and universal methodology to help organizations identify and respond to potential disruptive events, ensure the continuity of critical operations, reduce risks, and protect against significant impacts.

Tencent Cloud has obtained ISO/IEC 22301:2019 certification, demonstrating that it has established formal business continuity management processes to ensure operational stability and resilience.

|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ISO/IEC 27001: 2022 Certification   | <p>ISO/IEC 27001:2022 Information Security Management System is recognized globally as one of the most authoritative, rigorous, and widely adopted certification standards in the field of information security. Achieving this certification signifies that an organization has established a scientific and effective information security management framework to align business strategy with security governance, ensuring that information security risks are properly controlled and addressed.</p> <p>Obtaining ISO/IEC 27001:2022 certification further demonstrates Tencent Cloud's commitment to security and confirms its capability to deliver secure and reliable cloud products and services.</p>                          |
| ISO/IEC 20000-1: 2018 Certification | <p>ISO/IEC 20000-1:2018 is an international standard for IT Service Management (ITSM). It defines a structured approach for establishing, implementing, operating, monitoring, reviewing, maintaining, and continually improving IT service management systems. The standard helps organizations consistently identify and manage IT-related issues, strengthen communication with users, and build a standardized service framework that supports continuous improvement.</p> <p>Tencent Cloud has obtained ISO/IEC 20000-1:2018 certification, covering cloud computing services, hosting services, and disaster recovery services, demonstrating its commitment to delivering reliable and customer-focused IT service management.</p> |
| ISO/IEC 9001: 2015 Certification    | <p>ISO 9001:2015 is a globally recognized and mature quality management system standard. It provides a comprehensive framework and guiding principles for managing the entire life cycle of products and services, ensuring consistent and stable delivery quality.</p> <p>Tencent Cloud has obtained ISO 9001 certification, covering cloud computing services, hosting services, and disaster recovery services. By implementing a quality management system, Tencent Cloud effectively achieves its quality objectives and ensures the reliability and operational excellence of its cloud products and services.</p>                                                                                                                  |
| ISO/IEC 27017: 2015 Certification   | <p>ISO/IEC 27017:2015 is an international standard that supplements ISO/IEC 27002:2013, providing practical guidelines for cloud service information security. It offers specific security controls and implementation guidance for both cloud service providers and customers, strengthening the management of threats and risks unique to cloud computing environments.</p> <p>Tencent Cloud has obtained ISO/IEC 27017:2015 certification, demonstrating its adherence to internationally recognized best practices and its commitment to building a comprehensive cloud security management system that enhances overall cloud security capabilities.</p>                                                                             |
| ISO/IEC 27018: 2014 Certification   | <p>ISO/IEC 27018:2014 is a globally recognized standard for the protection of personally identifiable information (PII) in public cloud environments. It provides a set of best practices for cloud service providers to safeguard user privacy and ensure the security of personal data in cloud computing.</p> <p>Tencent Cloud has obtained ISO/IEC 27018:2014 certification, signifying that its personal information management system complies with stringent international requirements for personal data protection, offering customers greater trust and assurance in cloud security.</p>                                                                                                                                        |
| ISO/IEC 29151: 2017 Certification   | <p>ISO/IEC 29151:2017 is an international standard that defines control objectives, controls, and implementation guidelines for processing personally identifiable information (PII) to address risks and privacy requirements identified through risk and impact assessments.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

|                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                   | Tencent Cloud has obtained ISO/IEC 29151:2017 certification, demonstrating that it has developed an appropriate security control framework based on its PII objectives and business needs, providing a high level of privacy protection for user PII in the cloud.                                                                                                                                                                                                                                                                                                                     |
| ISO/IEC 27701: 2019 Certification | <p>ISO/IEC 27701:2019 is an extension of ISO/IEC 27001 and ISO/IEC 27002, providing requirements and guidelines for establishing, implementing, maintaining, and continuously improving a Privacy Information Management System (PIMS). It represents a significant milestone in the ongoing management of privacy risks.</p> <p>Tencent Cloud has obtained ISO/IEC 27701:2019 certification, demonstrating that user privacy protection is a core element of its services and confirming the standardization and reliability of privacy protection across Tencent Cloud products.</p> |

## 2.3 Regional and Industry Compliance

|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C5<br>[Germany]           | <p>The Cloud Computing Compliance Criteria Catalogue (C5) was developed by the German Federal Office for Information Security (BSI) to verify the information security compliance of cloud service providers through standardized audits and reporting. C5 is widely recognized as a high-level security standard in the cloud services industry.</p> <p>Tencent Cloud has passed the German C5:2020 basic and additional audit criteria, demonstrating that its data protection and information security practices meet the stringent requirements set by the German government.</p>                                                                                                                           |
| TISAX<br>[Germany]        | <p>TISAX (Trusted Information Security Assessment Exchange) is an information security assessment and data exchange standard jointly launched by the German Association of the Automotive Industry (VDA) and the European Network Exchange (ENX). It enables mutual recognition of information security assessments within the automotive industry and provides a unified evaluation and exchange mechanism.</p> <p>Multiple Tencent Cloud Internet Data Centers (IDCs), including those located in Beijing and Shenzhen, have passed TISAX Level 3 assessments, ensuring that all services deployed in these regions meet TISAX requirements and maintain a robust information security management system.</p> |
| MTCS Tier3<br>[Singapore] | <p>The Multi-Tier Cloud Security (MTCS) Standard was developed under the guidance of the Infocomm Development Authority of Singapore (IDA) and its Information Technology Standards Committee (ITSC). As a widely adopted cloud security standard, MTCS helps cloud service providers address customer concerns regarding data security, confidentiality, and the impact of cloud services on business operations.</p> <p>Tencent Cloud has obtained MTCS Level 3 certification, indicating that it has implemented robust risk management mechanisms to ensure data security, confidentiality, and verifiable operational transparency for its cloud customers.</p>                                            |
| OSPAR<br>[Singapore]      | <p>The Outsourced Service Provider's Audit Report (OSPAR) is the outsourcing compliance standard for the Singapore financial industry. Based on the Singapore Standards on Assurance Engagement (SSAE 3000), it verifies the design and operational effectiveness of controls in three areas: entity-level controls, general IT controls, and service controls.</p> <p>Tencent Cloud has obtained OSPAR attestation for multiple products and services in the Singapore region, demonstrating that its security capabilities meet the stringent requirements for financial services in Singapore and Southeast Asia.</p>                                                                                        |

|                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Protection Trustmark (DPTM) [Singapore]                                              | <p>The Data Protection Trustmark (DPTM) was developed by Singapore's Personal Data Protection Commission (PDPC) and the Infocomm Media Development Authority (IMDA) to help organizations demonstrate responsible data protection practices.</p> <p>Tencent Cloud has obtained the DPTM certification, indicating that it adopts robust and accountable data protection measures for customers, business partners, and regulators, and is capable of safeguarding the personal data it collects.</p>                                                                                                                                                                                                                                                                               |
| Cyber Trust Mark (CTM) [Singapore]                                                        | <p>The Cyber Trust Mark (CTM) is a national-level cybersecurity certification launched by the Cyber Security Agency (CSA) of Singapore. The CTM framework adopts a risk-based methodology, covering 22 sub-domains across 4 core areas: governance and risk management, cybersecurity operations, resilience, supply chain and personnel security, as well as continuous improvement and leading practices.</p> <p>Tencent Cloud has attained the highest level (Tier 5) of the Cyber Trustmark (CTM). This certification underscores Tencent Cloud's advanced capabilities in cybersecurity governance, risk management, and operational resilience, positioning it as a trusted cloud service provider for regulated and high-demand sectors across the Asia-Pacific region.</p> |
| KISMS [Korea]                                                                             | <p>The Korean Information Security Management System (K-ISMS) certification is a government-backed standard designed to help organizations in Korea consistently and securely protect their information assets in accordance with applicable laws and regulations.</p> <p>Tencent Cloud has obtained K-ISMS certification, enabling customers in Korea to demonstrate compliance with local legal requirements for safeguarding critical digital information assets. This achievement also reflects Tencent Cloud's enhanced capabilities in information security and threat response, ensuring more effective mitigation of potential security risks.</p>                                                                                                                         |
| IT compliance audit in Malaysian financial industry                                       | <p>Bank Negara Malaysia (BNM), the Securities Commission (SC), and other Malaysian financial regulatory authorities have issued regulations for the financial services industry to govern the application of information technology in banking, insurance, securities, and other financial services in Malaysia, ensuring the reliability, security, and stability of financial information systems.</p> <p>Tencent Cloud demonstrates compliance through independent third-party audits, proving that the cloud services provided to financial customers in Malaysia strictly adhere to the regulatory requirements of the Malaysian financial industry.</p>                                                                                                                      |
| IT compliance audit in Hong Kong Special Administrative Region (HKSAR) financial industry | <p>The Hong Kong Monetary Authority (HKMA), Securities and Futures Commission (SFC), and Insurance Authority (HKIA) have issued key regulatory requirements to govern the use of information technology by financial, insurance, and securities institutions.</p> <p>Tencent Cloud has successfully undergone independent third-party audits, demonstrating that it is a trusted cloud service provider for the financial industry. By taking a proactive approach to fulfilling strict compliance obligations, Tencent Cloud enables financial institutions to confidently build next-generation financial services on a secure and compliant infrastructure.</p>                                                                                                                 |
| IT compliance audit in Thailand financial industry                                        | <p>Financial institutions in Thailand are required to comply with regulations issued by the Bank of Thailand (BoT), the Office of the Securities and Exchange Commission (OSEC), the Office of Insurance Commission (OIC), and other relevant financial regulatory and statutory authorities. These requirements cover areas such as risk management in the use of information technology, personal data protection, and security controls for the application of information</p>                                                                                                                                                                                                                                                                                                  |



|                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                       | <p>technology in banking, insurance, e-government systems, electronic money, payment system infrastructure, and payment service providers.</p> <p>Independent third-party audits demonstrate Tencent Cloud's compliance with Thailand's stringent financial industry regulatory requirements and its commitment to providing high-quality, compliant cloud services to financial sector customers.</p>                                                                                                                                                                                                                                                                                                                                                                                                                      |
| IT compliance audit in Indonesian financial industry  | <p>Bank Indonesia, the Financial Services Authority (Otoritas Jasa Keuangan, OJK), and other Indonesian financial regulatory authorities have issued regulations for the financial services industry. These requirements cover areas such as risk management in the use of information technology, personal data protection, and security controls for the application of information technology in banking, insurance, e-government systems, electronic money, payment system infrastructure, and payment service providers.</p> <p>Independent third-party audits confirm that Tencent Cloud strictly complies with the regulatory requirements of Indonesia's financial industry when providing cloud services to financial customers.</p>                                                                               |
| IT compliance audit in Philippines financial industry | <p>Financial institutions in the Philippines are required to comply with regulations issued by the Bangko Sentral ng Pilipinas (BSP) and other relevant financial regulatory and statutory authorities. These requirements cover areas such as risk management in the use of information technology, personal data protection, and security controls for the application of information technology in banking, insurance, e-government systems, electronic money, payment system infrastructure, and payment service providers.</p> <p>Independent third-party audits demonstrate Tencent Cloud's ability to comply with the stringent regulatory requirements of the Philippine financial industry and its commitment to providing high-quality, compliant cloud services to financial sector customers.</p>               |
| The Motion Picture Association of America (MPAA)      | <p>The Motion Picture Association of America (MPAA) has established a set of best practice standards for securely storing, processing, and transmitting protected media content. This implementation guidance is intended to help application and cloud service providers working with MPAA members understand the requirements for content security. The components of the MPAA Content Security Model reference relevant ISO standards (ISO 27001 and ISO 27002), recognized security standards (such as NIST, CSA, ISACA, and SANS), and industry best practices.</p> <p>Tencent Cloud has obtained certifications including ISO 27001, ISO 27017, ISO 27018, PCI DSS, and CSA STAR, and has conducted self-assessments to ensure that its content management processes comply with the MPAA Content Security Model.</p> |
| HIPAA [US]                                            | <p>Health Insurance Portability and Accountability Act (HIPAA) is to promote the use of electronic health records to improve the efficiency and quality of the healthcare system through enhanced information sharing. HIPAA focuses on protecting the security (including availability, integrity, and confidentiality) and privacy of Protected Health Information (PHI) during creation, receipt, maintenance, and transmission by covered entities and their business associates. Entities subject to HIPAA are required to implement appropriate security measures when processing, maintaining, and storing PHI.</p> <p>Tencent Cloud conducts self-assessments to ensure its capability to protect personal information and the effectiveness of its control measures in compliance with HIPAA requirements.</p>     |
| SEC Rule 17a-4 [US]                                   | <p>Tencent Cloud Object Storage (COS) has been certified by an independent third-party assessment firm specializing in records management and information governance, based on the technical requirements of the U.S. Securities and Exchange Commission (SEC), the Financial Industry Regulatory Authority (FINRA), and the Commodity Futures Trading Commission (CFTC).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                               |

|                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                             | <p>This certification provides assurance for customers operating in highly regulated environments, such as the financial services industry, regarding the non-rewriteable, non-erasable preservation method and object lock feature of Tencent COS, demonstrating Tencent Cloud's commitment to delivering secure and industry-compliant cloud products.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>The center for Financial Industry Information Systems (FISC) [Japan]</p> | <p>To enhance the security of financial institutions, the FISC Security Guidelines on Computer Systems for Banking and Related Financial Institutions provide effective guidance for Japanese banks and financial institutions in building secure information systems and ensuring their stable operation.</p> <p>Tencent Cloud has assessed its control measures against these guidelines to confirm that relevant measures meet the requirements of the FISC Security Guidelines on Computer Systems for Banking and Related Financial Institutions.</p>                                                                                                                                                                                                                                                      |
| <p>BS10012:2017 [UK]</p>                                                    | <p>BS10012:2017 was published by the British Standards Institution to provide organizations with a compliance framework and good practices for privacy protection. It guides businesses in establishing and maintaining a Personal Information Management System (PIMS) to ensure adequate and appropriate controls for protecting personal information. The standard has been updated and revised to align with the General Data Protection Regulation (GDPR).</p> <p>Tencent Cloud has obtained BS10012:2017 certification, demonstrating that its personal information management system meets international standards and industry best practices, enabling customers to better comply with GDPR privacy protection requirements.</p>                                                                       |
| <p>CISPE Code of Conduct [EU]</p>                                           | <p>The CISPE Code of Conduct is a pan-European, sector-specific code for cloud infrastructure service providers under Article 40 of the EU General Data Protection Regulation (GDPR). It helps organisations across Europe accelerate the development of GDPR compliant cloud-based services for consumers, businesses, and institutions.</p> <p>Tencent Cloud has awarded "Candidate" mark of CISPE Code of Conduct, which means the cloud service provider has fulfilled the self-assessment against the CISPE Code of Conduct requirements.</p>                                                                                                                                                                                                                                                              |
| <p>NIST CSF Certification</p>                                               | <p>NIST CSF is a framework that focuses on using business drivers to guide cybersecurity activities and considers cybersecurity risk as part of an organization's risk management process. It helps organizations adjust and prioritize their cybersecurity activities based on business needs, risk tolerance, and resources, and improve security and resilience by applying the framework's risk management principles and guidelines.</p> <p>Tencent Cloud has obtained NIST CSF certification from an independent third-party organization, which affirms the capability of its cybersecurity defense system and demonstrates its ability to effectively identify, resist, respond to, and manage security risks, protecting cloud assets and data and enhancing confidence in security and stability.</p> |
| <p>PCI DSS Certification</p>                                                | <p>The Payment Card Industry Data Security Standard (PCI DSS) is created and maintained by the Payment Card Industry Security Standards Council (PCI SSC). To enhance the security of cardholder data, PCI DSS provides a globally unified benchmark for technical and operational requirements to protect account data. It applies to all entities involved in payment card processing, such as merchants, processors, acquiring institutions, issuing institutions, service providers, and other entities that store, process, or transmit cardholder data.</p>                                                                                                                                                                                                                                               |

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Tencent Cloud has passed PCI DSS certification and obtained Grade 1 Service Provider qualification, demonstrating its capability to provide secure and reliable payment services and protect cardholder data.

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GxP  
Compliance

In the healthcare industry, GxP refers to a set of regulations, guidelines, or industry best practices that govern compliance-related activities for medical products such as pharmaceuticals, medical devices, and medical software applications.

Tencent Cloud has published a GxP compliance white paper to explain how its management processes and technical measures help customers meet the requirements of GxP computerized systems and ensure the confidentiality, integrity, and availability of business data hosted on Tencent Cloud.

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03

# Tencent Cloud Security Responsibility Sharing Model

At present, more customers have chosen cloud computing security as one of the primary considerations when selecting cloud computing service providers and the products and services they provide according to their own needs.

In keeping with the open and collaborative principles of cloud computing, Tencent Cloud continues to enhance its cloud computing security services capabilities and work with customers to build better and more comprehensive security systems for cloud services and data. It is precisely due to these cloud computing features that Tencent Cloud currently provides products and services under the three cloud computing architectures of IaaS, PaaS, and SaaS, and has established the following information security responsibility sharing model based on information assets and product functionalities. In this model, the light blue part is defined as the responsibility of Tencent Cloud, the light gray part is the responsibility of customers, and the light green part indicates that Tencent Cloud and customers will share the corresponding responsibilities.

|                           | IaaS                                                | PaaS                                                | SaaS                                                |                                |
|---------------------------|-----------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------|--------------------------------|
| Customer Responsibilities | Cloud Customer Data Security                        | Cloud Customer Data Security                        | Cloud Customer Data Security                        | Shared Responsibilities        |
|                           | Cloud Customer Accounts and Access Control Policies | Cloud Customer Accounts and Access Control Policies | Cloud Customer Accounts and Access Control Policies |                                |
|                           | Cloud Security Configuration Policies               | Cloud Security Configuration Policies               | Cloud Security Configuration Policies               |                                |
|                           | Cloud Application Security                          | Cloud Application Security                          | Cloud Application Security                          |                                |
|                           | Cloud Virtualized Network and Host Security         | Cloud Virtualized Network and Host Security         | Cloud Virtualized Network and Host Security         | Tencent Cloud Responsibilities |
|                           | Cloud Platform and Product Security & Compliance    | Cloud Platform and Product Security & Compliance    | Cloud Platform and Product Security & Compliance    |                                |
|                           | Physical and Infrastructure Security                | Physical and Infrastructure Security                | Physical and Infrastructure Security                |                                |

Figure 1: Tencent Cloud Information Security Responsibility Sharing Model

Tencent Cloud explains the different security attributes in the above figure as follows:

- **Cloud Customer Data Security:** Security management of the customers' business data within the cloud computing environment, including data uploaded, stored, distributed, processed, and otherwise handled customer business data.
- **Cloud Customer Accounts and Access Control Policies:** Tencent Cloud account information registered by customers, and all authorized activities under this account, including account information, passwords, access control policies, identity verification, and other related information.
- **Cloud Security Configuration Policies:** Security products and security configuration policies based on different scenarios and aligned with business security requirements to ensure the proper development or use of cloud products (including security products).

- **Cloud Application Security:** Security management of business-related application systems within the cloud computing environment, including application design, development, release, operation and maintenance, and ongoing monitoring.
- **Cloud Virtualized Network and Host security:** Host and network security management in a cloud computing environment, where the network level includes virtual network, load balancing, security gateway, VPN, leased line, etc.; host level includes the underlying management of cloud products such as cloud computing, cloud storage, cloud databases (such as virtualization control layer, database management system, and disk array network) and use management (such as virtual host, image, CDN, file system, etc.).
- **Cloud Platform and Product Security & Compliance:** Inherent security and regulatory compliance of the cloud platform and the cloud products/services provided within the cloud computing environment.
- **Physical and infrastructure security:** Data center management, physical facility management, and physical server and network device management in the cloud computing environment

For more information about the responsibility sharing model, please refer to the [Tencent Cloud Security White Paper](#).

04

## Tencent Cloud Global Infrastructure

Tencent Cloud has deployed multiple data centers worldwide, forming a large-scale infrastructure network that provides fast, stable, and reliable services to global customers. Tencent Cloud has opened more than 20 geographic regions and operates over 60 availability zones across Mainland China, Asia-Pacific, North America, and Europe, offering strong technical support to enterprises, helping them meet regulatory requirements in different regions, and addressing the financial industry's needs for data localization and global business expansion to ensure compliance, security, and efficiency in data processing.

- A Region refers to the geographic area of a physical data center. Regions are completely isolated from each other to maximize stability and fault tolerance. To reduce latency and improve download speed, customers are advised to select the region closest to them.
- An Availability Zone refers to a physically independent data center within the same region, with separate power and network resources. This design ensures isolation between zones to prevent fault propagation (except in cases of large-scale disasters or major power failures), enabling continuous online services. By deploying instances in independent zones, users can protect applications from single-location failures.

Tencent Cloud currently operates over 2,300 acceleration nodes in Mainland China, covering multiple carriers, and more than 900 acceleration nodes overseas across 70+ countries and regions. By distributing content to global acceleration nodes and leveraging a global scheduling system, users can access content from the nearest node, reducing latency.

Tencent Cloud also enhances data isolation and security through independent sites and technologies such as data encryption, access control, and audit tracking, preventing data leakage and unauthorized access while strengthening regional isolation and compliance.

For more information about Tencent Cloud infrastructure, please refer to [Tencent Cloud Global Infrastructure](#).



05

# How Tencent Cloud Meets and Assists Customers to Meet the Requirements of BOT No. Sor Gor Chor 5/2566 Rules for Information Technology Risk Supervision of Financial Institutions and Specialized Financial Institutions



To adapt to the evolving risk environment and business models, and enhance the flexibility, efficiency, and clarity of regulatory rules, the Bank of Thailand (BOT) formulated and issued the [Regulatory Rules on Information Technology Risks Supervision of Financial Institutions and Specialized Financial Institutions](#) in 2023. For the first time, this new regulation extends IT risk supervision to specialized financial institutions such as agricultural cooperative banks and government savings banks, achieving consolidated supervision over both financial institutions<sup>1</sup> and specialized financial institutions<sup>2</sup>. The new regulation mainly covers areas including IT governance, IT security management, IT risk management, IT compliance, and IT auditing, with separate appendices developed for each area to provide more detailed implementation guidance.

In this chapter, Tencent Cloud will extract and summarize the control requirements relevant to cloud service providers (CSPs) in the BOT's Regulatory Rules on Information Technology Risks Supervision of Financial Institutions and Specialized Financial Institutions, and elaborate on how Tencent Cloud, as a CSP, assists financial institutions and specialized financial institutions in complying with these requirements.

In addition, the BOT simultaneously updated and released two appendices: Information Technology Risk Management Implementation Guideline and Third-Party Risk Management Implementation Guideline:

- Information Technology Risk Management Implementation Guideline is highly consistent with the core content of the appendices for each area under the new regulation. Financial institutions and specialized financial institutions may refer to the corresponding content in Section 5.2-5.6 to understand how Tencent Cloud, as a CSP, adheres to and assists customers in meeting the requirements of this appendix.
- Third Party Risk Management Implementation Guideline provides a guiding framework for financial institutions and specialized financial institutions to reasonably and appropriately apply relevant risk management measures based on the scope of external service usage, connection methods, data access rights, risk levels, and importance. For cases where cloud computing services are used to support critical systems, financial institutions and specialized financial institutions must fully comply with all provisions in Part 3 of this guideline. Therefore, in Section 5.7, Tencent Cloud will extract and summarize the control requirements relevant to CSPs in the Third-Party Risk Management Implementation Guideline, and elaborate on how Tencent Cloud, as a CSP, assists financial institutions and specialized financial institutions in complying with these requirements.

## **5.1 Rules for Information Technology Risk Supervision -Main Text**

### **5.1.1 IT Risk Governance Guidelines**

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<sup>1</sup> Financial institutions: According to the definition in the "Financial Institutions Act", financial institutions refer to: (1) commercial banks; (2) financial companies; (3) credit fund companies.

<sup>2</sup> Specialized financial institutions: Specialized financial institutions established under specific laws, whose purpose is to serve government policies, to promote economic development and support investment, namely government savings banks, agricultural and agricultural cooperative banks, government housing banks, Thai Small and Medium Enterprise Development Bank, Thai Export and Import Bank, Thai Islamic Bank, and Thai Credit Guarantee Company.

| No. | Domain        | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1 | IT Governance | <p>Establish an appropriate structure and clear roles/responsibilities for IT risk governance, from the board and senior management down. The board and senior management must actively drive and elevate IT risk management.</p> <p>-Establish relevant IT risk governance policies.</p> <p>-Communicate and oversee policy compliance.</p> <p>-Appoint a person responsible for IT security management.</p> <p>-Foster a continuous organizational culture of IT risk awareness.</p> <p>(See Appendix 1 for details)</p> | <p>Customers shall establish an information technology (IT) risk governance framework, clarify the roles and responsibilities of the board of directors and senior management, and formulate IT risk governance policies, with management overseeing the implementation of such policies. In addition, customers should assign dedicated personnel to be responsible for IT security management and foster a culture of IT risk awareness within the organization.</p> <p>To assist customers in complying with regulatory requirements, in terms of cybersecurity strategy, Tencent Cloud has launched the "Digital Security Immunity" model framework to address more complex cyber threats and security risks in the digital era. This framework proposes an immune-based approach to synergize security development with business growth in the new period, focusing on enterprises' data and business to build a resilient, adaptive, and scalable security immunity system that safeguards high-quality development for enterprises in the digital age.</p> <p>With the goal of "enhancing enterprises' digital security immunity and enabling resilient development in the digital era", Tencent Cloud is committed to improving its cloud security system, building security and compliance capabilities, and formulating cloud security standards. Based on this comprehensively designed model framework, Tencent Cloud achieves full-spectrum protection through diversified products and security features, with corresponding security functions integrated into products at all levels.</p> <p>Tencent Cloud has established a Security Technology Committee and specialized security teams across various functions and domains, along with sound internal human resource management standards and procedures to ensure the selection, recruitment, and deployment of personnel that meet job requirements. Tencent Cloud has assembled a team of senior industry experts dedicated to providing customers with secure,</p> |

| No. | Domain                 | Summary of Controls                                                                                                                                                                                                                                     | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                        |                                                                                                                                                                                                                                                         | <p>reliable, professional, and compliant products and services.</p> <p>For more information on IT governance, please refer to Chapter 5.2 of this guideline: "<a href="#">5.2 Rules on Information Technology Risk Supervision- Annex 1: Information Technology Governance.</a>"</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 7.2 | IT Security Management | <p>Implement IT security controls to ensure confidentiality, integrity, and availability of IT systems supporting services.</p> <p>-Develop operational procedures and processes based on IT security policies.</p> <p>(See Appendix 2 for details)</p> | <p>Customers shall formulate and maintain information security policies, standards, and procedures to manage and control the information technology (IT) systems supporting service operations and regularly review and update these policies and procedures.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established an Information Security Management Policy, which consists of an overall information security strategy, a security organizational structure, and a security management system. This policy effectively supports the secure operation and risk management of the cloud platform and guides the daily work and management processes of all departments and employees of the company. Tencent Cloud's Information Security Management Policy is regularly reviewed to ensure that the control objectives, control procedures, and control measures of the cloud security management system comply with relevant security strategies, standards, procedures, and legal requirements, thereby safeguarding the adequacy and effectiveness of the information security policy.</p> <p>For more information on IT security management, please refer to Chapter 5.3 of this guideline: "<a href="#">5.3 Rules for Information Technology Risk Supervision - Annex 2: Information Technology Security Management.</a>"</p> |
| 7.3 | IT Risk Management     | <p>Implement comprehensive IT risk management across the organization, in coordination with business and IT units, to:</p> <p>-Identify and assess risks,</p>                                                                                           | <p>Customers shall establish an information technology (IT) risk management system, implement effective risk management practices and control measures, clarify the relevant responsible persons for IT risk management, and</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| No. | Domain        | Summary of Controls                                                                                                                                    | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |               | -Define risk mitigation measures and internal controls,<br>-Ensure risk management aligns with acceptable risk levels.<br>(See Appendix 3 for details) | <p>regularly review their risk management policies.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated an internal Information Security Risk Management Procedure, which clearly defines work content including risk identification, risk analysis, development of risk treatment plans, and risk tracking and monitoring. Tencent Cloud conducts risk assessments regularly, identifying risks based on risk scenarios, business products, or service processes. For the identified risks, Tencent Cloud classifies risk levels by assessing the likelihood and impact of each risk, and takes corresponding follow-up actions, with all process activities properly documented. Tencent Cloud also continuously tracks the progress of risk treatment, assesses residual risks, and ensures that relevant responsible persons have appropriately managed risks in accordance with Tencent Cloud's risk management requirements. In addition, Tencent Cloud continuously maintains, and revises risk assessment methods and risk registers based on industry trends in the cloud sector and internal management practices.</p> <p>For more information on IT risk management, please refer to Chapter 5.4 of this guideline: "<a href="#">5.4 Rules for Information Technology Risk Supervision - Annex 3: Information Technology Risk Management</a>."</p> |
| 7.4 | IT Compliance | Monitor and review compliance with relevant laws and regulations, to prevent violations of supervisory regulations.<br>(See Appendix 4 for details)    | <p>Customers shall monitor their compliance with laws, regulations, and regulatory requirements related to information technology (IT).</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud strictly adheres to the laws and regulations of the jurisdictions where it operates and has established security and compliance-related procedures to ensure that information security operations comply with the requirements of relevant laws, regulations, standards, and procedures. Tencent Cloud's legal team continuously identifies and collects</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| No. | Domain   | Summary of Controls                                                                                                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |          |                                                                                                                                                                                                                                                                                                 | <p>compliance requirements relevant to the company's business, compiles a corresponding list of laws and regulations, and conducts regular maintenance and updates.</p> <p>For more information on IT compliance management, please refer to Chapter 5.5 of this guideline: <a href="#">"5.5 Rules for Information Technology Risk Supervision -Annex 4: Information Technology Compliance."</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 7.5 | IT Audit | <p>Conduct independent IT audits aligned with the importance and risk level of IT usage.</p> <p>-Ensure audit findings are followed up and corrective actions are implemented.</p> <p>-Verify adequacy of IT security, risk management, and compliance.</p> <p>(See Appendix 5 for details)</p> | <p>Customers shall establish an information technology (IT) audit mechanism, conduct regular IT risk audits, and track and follow up on the implementation of corrective actions for audit findings.</p> <p>Tencent Cloud's security team continuously monitors and assesses internal security risks to ensure the effectiveness and reliability of the information security management system. The security team performs internal security audits at least once a year and continuously monitors the cloud platform and internal systems to maintain a sound security posture and compliance with relevant laws, regulations, and security management standards. In addition, Tencent Cloud undergoes professional audits by independent third parties on an annual basis and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports. Specifically for the Thailand region, Tencent Cloud has successfully passed the IT compliance audit for the Thai financial industry conducted by an independent third party. Customers can independently download the latest reports from <a href="#">Compliance Document Download</a>.</p> <p>For more information on IT auditing, please refer to Chapter 5.6 of this guideline: <a href="#">"5.6 Rules for Information Technology Risk Supervision - Annex</a></p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response |
|-----|--------|---------------------|--------------------------|
|-----|--------|---------------------|--------------------------|

[5: Information Technology Audit."](#)

### 5.1.2 Notification, Reporting, or Prior Approval to BOT

| No.  | Domain                                                                          | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.1 | Notification or Prior Approval for the Introduction or Modification of Major IT | 10.1.1 Commercial banks adopting information technology, or modifying information technology systems or technology (where such adoption or modification is deemed material in accordance with the criteria established by the commercial bank pursuant), whether implemented independently or involving the use of services, connectivity, or data access from external parties, shall notify the Bank of Thailand (BOT) in advance in accordance with the guidelines for the public, no later than 15 business days prior to implementation. | When customers introduce major technological applications or implement material changes to systems or information technology (IT)—whether such changes are self-implemented or provided by third-party service providers—they shall notify the Bank of Thailand (BOT) through the designated channels and obtain prior approval at least 15 days before implementation.                                                                                                      |
|      |                                                                                 | 10.1.2 Specialized financial institutions, finance companies, and credit foncier companies adopting information technology, or modifying information technology systems or technology (where such adoption or modification is deemed material in accordance), whether implemented independently or involving the use of services, connectivity, or data access from external parties, shall submit an application for                                                                                                                         | To assist customers in complying with regulatory requirements, Tencent Cloud classifies the impact level of operation and maintenance (O&M) requests based on attributes such as importance/urgency and scope of changes. For change requests that may affect external-facing products, infrastructure, or network configurations, Tencent Cloud will notify customers through announcements, emails, the Tencent Cloud official console, and/or other appropriate channels. |



| No.  | Domain                                 | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |                                        | approval to the BOT prior to such adoption or modification in accordance with the guidelines for the public.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10.3 | Reporting of IT Incidents or Anomalies | <p>10.3 Reporting of Information Technology Incidents or Irregularities</p> <p>Banks and specialized financial institutions shall report information technology incidents or irregularities to the Bank of Thailand (BOT) through the prescribed formats and channels immediately upon becoming aware of the following:</p> <p>(1) Information technology incidents that materially affect service provision, business systems, or reputation, and which require reporting to the highest level of management.</p> <p>(2) Cases where material information technology systems are attacked or threatened by cybersecurity risks.</p> <p>(3) Information technology system failures or disruptions that affect the provision of services through channels designated by the BOT as critical services used by a large number of the public. Supplementary reports on the causes and remediation measures may be submitted subsequently.</p> | <p>When customers occur or detect major information technology (IT) issues or incidents, they shall promptly notify the Bank of Thailand (BOT) through the designated channels and subsequently provide supplementary explanations on the incident causes and corrective actions.</p> <p>To assist customers in complying with regulatory requirements, <b>regarding incident communication and notification</b>, Tencent Cloud has formulated Information Security Incident Management Specifications and established relevant procedures including information security incident response, escalation, and notification. These procedures ensure timely early warnings or notifications to relevant parties such as internal personnel and customers who may be or have been affected by the incident, facilitating orderly, timely, and efficient communication and coordination among all parties.</p> <p><b>For security incidents that may impact customers</b>, Tencent Cloud will, after internal review based on the scope and severity of the information security incident, notify customers of the handling and analysis results through appropriate means and provide corresponding technical support to assist customers in taking remedial measures to minimize losses.</p> <p><b>Regarding customers' reporting of issues or proactive contact with Tencent Cloud</b>, the Tencent Cloud official console provides a work order service, enabling customers to report faults, incidents, problems, and complaints related to security, availability, and confidentiality. Tencent Cloud's work order system assigns priorities to customer orders through a hierarchical response mechanism. If the frontline technical team is unable to resolve the issue effectively, the system will automatically trigger a service escalation process,</p> |

| No.  | Domain                                       | Summary of Controls                                                                                                                                                                                                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |                                              |                                                                                                                                                                                                                                                                                                                                    | <p>with product or technical teams intervening to collaborate on resolution, ensuring timely response and handling of customers' needs or feedback.</p> <p>In addition, Tencent Cloud provides online and telephone channels on its official website to support customers in providing feedback on issues encountered while using Tencent Cloud services. Tencent Cloud operates multi-region mutually redundant customer service centers, capable of handling customer inquiries or needs 24/7 without interruption, delivering high-quality, round-the-clock technical support.</p> <p>Customers may also select applicable service plans to access exclusive support, including dedicated support groups, dedicated technical account managers, and value-added services.</p> |
| 10.4 | Submission of Data to BOT                    | Banks and specialized financial institutions shall prepare and submit reports to the Bank of Thailand (BOT) in the prescribed formats and within the specified timeframes. This includes preparing and submitting additional reports and information on a case-by-case basis as requested by the BOT.                              | <p>Customers shall prepare and submit reports in accordance with the timelines and formats specified by the Bank of Thailand (BOT) and shall submit the IT Risk Management Compliance Assessment Report in the format and through the channels prescribed by the BOT within 30 days after the end of each calendar year.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud will provide dedicated personnel assistance based on actual circumstances and actively respond to and support the audit and supervision requirements imposed on Tencent Cloud by customers and Thai financial regulatory authorities.</p>                                                                                                                           |
| 10.5 | Reporting of IT Risk Self-Assessment Results | Banks and specialized financial institutions shall submit the results of their information technology (IT) risk self-assessments (conducted in compliance with IT risk supervision standards) to the BOT within 30 calendar days from the end of the calendar year, in the prescribed formats and through the designated channels. | <p>Tencent Cloud also undergoes regular professional and independent third-party audits. By providing System and Organization Controls (SOC) reports with assurance properties, Tencent Cloud discloses the latest internal control status of its service organization to cloud user institutions, independent auditors, regulatory authorities, shareholders, and other relevant stakeholders. Specifically for the Thai market, Tencent Cloud has completed IT compliance audits tailored to Thailand's financial industry conducted by independent third parties.</p>                                                                                                                                                                                                         |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                     |
|-----|--------|---------------------|----------------------------------------------------------------------------------------------|
|     |        |                     | Tencent Cloud will provide copies of the audit reports to customers at their actual request. |

## 5.2 Rules for Information Technology Risk Supervision - Annex 1 IT Governance

| No.<br>Annex 1 - IT governance | No.<br>Annex-IT Risk Management Implementation Guideline | Domain             | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------|----------------------------------------------------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.1、3.2                        | 1.3.1-1.3.5                                              | IT Risk Management | <p>Financial institutions and specialized financial institutions shall formulate written policies, namely: (1) an IT Security Policy; and (2) an IT Risk Management Policy. These policies must be approved by the board of directors and aligned with the institution's IT strategy, internationally recognized standards, or generally accepted criteria.</p> <p>Both the Information Technology (IT) Security Policy and the Information Technology (IT) Risk Management Policy shall be reviewed at least annually and promptly updated in</p> | <p>Customers shall formulate information technology security policies and risk management policies that are commensurate with the nature, scale, and risk profile of their business, and regularly review and update such policies.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established an Information Security Management Policy, which comprises an overall information security strategy, a security organizational structure, and a security management system. This policy effectively underpins the secure operation and risk management of the cloud platform and provides guidance for the daily work and management processes of all departments and employees of the company. Tencent Cloud has also developed internal Information Security Risk Management Procedures, which clearly define and provide guidelines for the entire risk management lifecycle, including risk identification, risk analysis, development of risk treatment plans, and risk tracking and monitoring. Tencent Cloud's information security policy and risk management procedures undergoes annual regular reviews to ensure that the control objectives, control procedures, and control measures of the cloud security</p> |

| No.                     |                                                   | Domain                    | Summary of Controls                                                                                                                                                                                                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------|---------------------------------------------------|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Annex 1 - IT governance | Annex-IT Risk Management Implementation Guideline |                           |                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                         |                                                   |                           | the event of material changes.                                                                                                                                                                                                                                                                                                                             | <p>management system comply with relevant security strategies, standards, procedures, and legal requirements, thereby safeguarding the adequacy and effectiveness of the information security policy.</p> <p>In addition, Tencent Cloud has obtained several security and privacy compliance certifications and qualifications, such as ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, ISO 22301, NIST CSF, and SOC. These certifications demonstrate that Tencent Cloud's security management and personal data protection practices meet relevant certification standards or industry best practices, and the company undergoes regular audits by professional third-party audit firms.</p>                                                                                                                                                                                                                            |
| 4.1、4.2、4.3             | 1.4.1-1.4.6                                       | Human Resource Management | <p>Establish a personnel selection process to ensure candidates possess sufficient knowledge and experience; allocate an adequate number of personnel based on the scale of Information Technology (IT) usage; and implement measures to enhance employees' awareness of Information Technology (IT) risks.</p> <p>Clarify Information Technology (IT)</p> | <p>Customers shall appropriately manage personnel engaged in information technology (IT)-related work, such as establishing staff selection processes, signing non-disclosure agreements (NDAs) with employees, and implementing management mechanisms for resignations or job transfers.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established comprehensive human resource (HR) management standards and procedures to ensure the selection, recruitment, and assignment of personnel in line with job requirements.</p> <p><b>Prior to onboarding</b>, applicants undergo interviews, during which Tencent Cloud assesses their competence to meet the job requirements. In accordance with applicable laws and job levels, the HR department conducts pre-employment background checks on candidates. These checks include verification of past work experience,</p> |

| No.<br>Annex 1 -<br>IT<br>governance | Annex-IT Risk<br>Management<br>Implementation<br>Guideline | Domain | Summary of<br>Controls                                                                                                                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------|------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                      |                                                            |        | <p>security responsibilities in labor contracts or internal regulations to prevent data leakage or loss.</p> <p>Promptly update employees' system access privileges, particularly in the event of job transfers or terminations, and notify relevant parties accordingly.</p> | <p>criminal background screening, and educational qualification verification. The results of background checks are documented in Tencent Cloud's HR management system.</p> <p><b>Upon accepting employment,</b> internal employees are required to sign an employment agreement and an NDA. The employment agreement clarifies Tencent Cloud's existing security policies and the information security and personal data protection responsibilities to be fulfilled by employees or third parties. The NDA includes the signatory's confidentiality obligations and responsibilities, as well as potential penalties for violations of confidentiality clauses. Contract employees also undergo pre-employment background checks and are bound by the confidentiality requirements specified in the agreements signed between Tencent Cloud and the contracting agencies. The confidentiality requirements between Tencent Cloud and employees or third parties are reviewed and updated by the legal department as needed. During the employment period, Tencent Cloud has established a series of information security training and learning mechanisms to educate employees on information security policies, procedures, and guidelines. Employees are required to participate in regular information security awareness training.</p> <p><b>Tencent Cloud's offboarding process</b> includes procedures such as the timely termination of user accounts and permissions, and the recovery of company assets. All physical assets of Tencent Cloud are assigned to designated responsible persons and registered through Tencent Cloud's internal dedicated asset tracking</p> |

| No.<br>Annex 1 - IT governance | Annex-IT Risk Management Implementation Guideline | Domain            | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------|---------------------------------------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5                              | 1.5.1-1.5.3                                       | IT Risk Awareness | <p>Financial institutions and specialized financial institutions shall fully communicate with and provide training to employees engaged in IT, risk management, compliance, and internal audit, as well as all employees who use IT systems in their daily work, to ensure they understand and attach importance to the significance of IT risks and the safe use of technology.</p> <p>In addition, financial institutions and specialized financial institutions should continuously and proactively raise awareness of IT risks and cybersecurity threats among customers and service users, and keep pace with the evolution of emerging risks and threats.</p> | <p>system. Tencent Cloud conducts regular asset inventories to verify the actual existence of assets and documents the inventory results.</p> <p>Customers shall provide IT risk awareness training to personnel engaged in information technology (IT)-related work, and proactively and continuously disseminate information on IT risks and cyber threats to their own customers and service users.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated a comprehensive internal human resource (HR) security management standard, including verification of competence and qualifications of employees prior to onboarding, and on-the-job skills training after onboarding. Tencent Cloud has also established a robust internal information security training mechanism, requiring regular employees, consultants, interns, and contract employees to complete information security training courses. These training courses include mandatory training for all staff, specialized training for key positions, and optional professional courses covering areas such as basic security awareness, office security, vulnerability identification and defense, privacy protection, emergency response, R&amp;D security specifications, and data security requirements.</p> <p>Operational procedures, user manuals, and other documentation for Tencent Cloud's products have been formalized and made available to customers through the official website. Tencent Cloud also provides customers with <a href="#">training and certification</a> based on Tencent Cloud product knowledge and relevant professional competencies to</p> |



| No.                     |                                                   | Domain | Summary of Controls | Tencent Cloud's Response                                    |
|-------------------------|---------------------------------------------------|--------|---------------------|-------------------------------------------------------------|
| Annex 1 - IT governance | Annex-IT Risk Management Implementation Guideline |        |                     |                                                             |
|                         |                                                   |        |                     | enhance their technical capabilities and cloud proficiency. |

### 5.3 Rules for Information Technology Risk Supervision - Annex 2 IT Security Management

| No.                            |                                                    | Domain              | Summary of Controls                                                                                                                                                                                                                                                                                                                                                          | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| Annex 2-IT security management | Annex- IT Risk Management Implementation Guideline |                     |                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1                              | 2.1.1-2.1.7                                        | IT Asset Management | <p>Manage IT assets appropriately by maintaining a complete inventory of IT assets to enable identification and facilitate the development of appropriate IT security policies. Regularly maintain IT assets and manage end-of-life or decommissioned assets promptly and appropriately to ensure IT systems are secure, available, and capable of supporting continuous</p> | <p>Customers shall maintain an asset inventory covering all information assets and establish an information asset management mechanism to identify, classify, and determine the ownership of assets, as well as implement security management for assets based on different classification levels. The asset inventory shall be regularly reviewed and promptly updated when changes occur.</p> <p>To assist customers in comprehensive information asset management, Tencent Cloud provides <a href="#">Cloud Workload Protection Platform (CWPP)</a>, which supports automated collection of asset fingerprints and unified management of asset fingerprint data such as accounts, ports, processes, and applications. CWPP can also conduct rapid investigations into the risk impact scope of security incidents that have occurred based on asset fingerprints, helping customers enhance server security. Customers may also adopt Tencent Cloud's one-stop security management platform, <a href="#">Cloud Security Center (CSC)</a>, for information asset security management. CSC includes an Asset Security Center module, which</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain               | Summary of Controls                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|                                |                                                           |                      | service and business operations.                                                | <p>enables customers to achieve automated dynamic inventory of cloud assets (including cloud servers, object storage, cloud databases, load balancers, etc.) and unified management of asset security risks through multiple security dimensions such as cloud configuration risks, vulnerabilities, and security incidents, thereby reducing the risk of "Shadow IT" in the cloud.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated information asset management specifications and a full-lifecycle management process, implementing classified and hierarchical management and protection for assets such as electronic data, hardware and its virtual devices, infrastructure, application systems, and software. Tencent Cloud manages hardware equipment and software components through an asset management system, including asset registration and binding, asset inventory and information updates, asset retirement and replacement, etc., ensuring the stable operation of the underlying cloud platform and providing reliable support for business systems.</p> <p>For retired hard disks, Tencent Cloud adopts secure physical destruction methods to ensure complete destruction of the hard disks, with the destruction process documented in official records.</p> |
| 2                              | 2.2.1-2.2.9                                               | Information Security | Ensure the security of data, both in transit over communication networks and at | Customers shall establish a data security protection mechanism, classify data based on its sensitivity and importance levels, implement data protection measures corresponding to different data levels, and adopt trusted and internationally                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls                                                                                                                                 | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|                                |                                                           |        | rest on systems and storage media. Classify data by sensitivity levels and store and destroy data appropriately according to classification levels. | <p>recognized encryption standards to safeguard the confidentiality and integrity of data.</p> <p>To assist customers in complying with regulatory requirements, <b>regarding data classification and grading</b>, the <a href="#"><u>Data Security Governance Center (DSGC)</u></a> can assist customers in automatically organizing data assets, conducting classification, grading, and security risk assessments of enterprise data on the cloud.</p> <p>With the enterprise's authorization, it deeply connects to different types of cloud data assets and obtains real-time data asset information at the kernel level. Based on data characteristics, it helps enterprises identify sensitive data in a targeted manner and sort out data assets from a security perspective. It also assists enterprises in data classification and grading in accordance with national, industry, or enterprise-specific standards.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established comprehensive internal data classification and grading standards, and all data is uniformly classified and graded in accordance with these standards upon creation. Customer data is classified as high-security-level data within Tencent Cloud. For Tencent Cloud employees, unless the services selected by the customer require processing of customer data, employees will not attempt to access any customer data.</p> <p><b>In terms of data storage protection</b>, multiple Tencent Cloud storage and database products support data encryption functions, using secure and high-strength</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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|                                |                                                           |        |                     | <p>encryption algorithms. They implement full-lifecycle key management through integration with the <a href="#">Key Management Service (KMS)</a> to ensure data confidentiality. The Key Management Service (KMS) uses FIPS-140-2 certified Hardware Security Modules (HSMs) to generate and protect keys and supports the full-lifecycle management of customer encryption keys. To reduce the risk of key compromise or abuse, KMS supports key rotation and adopts secure and reliable methods to delete invalid, obsolete, or leaked keys. Deleted keys are irrecoverable, and encrypted data under such keys cannot be decrypted. In addition, Tencent Cloud uses multi-replica redundant storage and erasure coding technology when storing data and immediately takes necessary recovery measures upon detecting integrity errors, greatly improving data fault tolerance.</p> <p><b>In terms of data transmission protection,</b> all communications between customers and the Tencent Cloud console are encrypted and protected by the HTTPS security protocol. Cloud API interfaces provided by Tencent Cloud products also have security capabilities such as HTTPS encryption, signature verification, and status monitoring, providing port-level communication security guarantees for customers' businesses. Furthermore, customers can use the following Tencent Cloud services to achieve secure data transmission in different scenarios:</p> <ul style="list-style-type: none"> <li>• <a href="#">Direct Connect (DC)</a>: Provides dedicated, high-security, and large-bandwidth network connections. Users exclusively occupy the</li> </ul> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|                                |                                                           |        |                     | <p>network link, eliminating the risk of data leakage.</p> <ul style="list-style-type: none"> <li>• <b><u>VPN Connection</u></b>: Based on network tunneling technology, it enables secure transmission between on-premises data centers and Tencent Cloud resources. VPN tunnels use IKE (Internet Key Exchange) and IPsec to encrypt transmitted data, establishing a secure and trusted data tunnel over the public internet to ensure data security during transmission.</li> </ul> <p><b>For data deletion and destruction</b>, Tencent Cloud provides a secure and reliable data destruction mechanism. Upon termination of customer services, Tencent Cloud follow strict data erasure methods to completely delete all customer data, including replicas and backups, after the retention period expires. Deleted data is irrecoverable. When media used to provide Tencent Cloud services malfunctions and needs replacement or reaches the end of its service life and needs to be decommissioned, Tencent Cloud will also promptly clear residual information and conduct thorough physical destruction in accordance with strict processes.</p> <p><b>In terms of key management</b>, Tencent Cloud has formulated encryption and key management standards, clarifying security requirements for key application, generation, storage, use, transmission, update, destruction, and other processes. All operations involving the key lifecycle implement basic requirements such as dual control, strict handover, proper storage, and timely updates. During key use,</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain         | Summary of Controls                                                                                                                                                                                                                                                                                                                                                       | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|                                |                                                           |                |                                                                                                                                                                                                                                                                                                                                                                           | <p>requirements such as separation of powers and responsibilities, strict approval, and real-name operations must be followed. Business key operation logs are retained and subject to regular operational audits.</p> <p>In addition, when using cryptographic algorithms for data transmission and storage, Tencent Cloud requires internal teams to comply with international cryptographic management standards or regulations, select high-security-level algorithms such as AES-256, and ensure that key lengths meet requirements.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3.1、3.2                        | 2.3.1-2.3.4                                               | Access Control | <p>Control access to operating systems, applications, and databases by managing user rights and authentication based on operational needs and risk levels to prevent unauthorized access or modification.</p> <p>Strictly control and limit the use of privileged accounts through measures such as authorization, usage requests, time limits, post-use reviews, and</p> | <p>Customers shall establish identity authentication and access control mechanisms for data and information technology (IT) systems to regulate access to information assets, regularly review and update permissions, and strengthen the security management of privileged user accounts using multi-factor authentication (MFA) and monitoring mechanisms.</p> <p><b>In terms of user account and authorization management, <a href="#">Cloud Access Management (CAM)</a></b> enables customers to securely and granularly manage access to Tencent Cloud products and resources. Users can modify sub-user password policies through the CAM console, including password complexity, length, validity period, and other parameters. To prevent password leakage, Tencent Cloud encrypts customer passwords using SHA256 hash algorithm with salt, avoiding the storage of plaintext passwords. CAM also supports multiple forms of secondary identity verification, including MFA device verification or mobile phone verification code, to</p> |



| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|                                |                                                           |        | <p>monitoring to prevent unauthorized access.</p> <p>Multi-Factor Authentication (MFA): Implement MFA for:</p> <p>(1) All privileged user accounts on operating systems, databases, applications, network devices, and network security devices.</p> <p>(2) All user accounts that can access customer data and connect from public communication networks.</p> | <p>authenticate identity and ensure environmental security before login and sensitive operations.</p> <p>Tencent Cloud has formulated internal access control authorization policies and a separation of privileges matrix mechanism. It requires user accounts to use unique identifiers and sets password policies for employee accounts based on security baselines, including password length, complexity, locking, and reset rules. For internal terminals, operating systems, applications, and network devices, Tencent Cloud has configured policies for login failure limits and session timeouts.</p> <p>Tencent Cloud uses a zero-trust security management system to authenticate employee access, requiring users to complete two-factor authentication through the system before accessing internal resources. Tencent Cloud strictly adheres to the principle of least privilege, granting permissions to employees only based on job responsibilities and business necessities. Regular permission reviews are conducted to prevent permission misuse and abuse.</p> <p><b>For privileged users</b>, customers can use <b>CAM</b> to assign resource permissions to sub-users via tags, achieving granular access control over cloud resources. CAM also supports viewing and tracking employee operation records through <b>CloudAudit</b>. Additionally, Tencent Cloud provides <b>Bastion Host (BH)</b>, which enables fine-grained authorization based on users, assets, accounts, and operation permissions, ensuring users only have the minimum permissions required to access</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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|                                |                                                           |        |                     | <p>assets and complete work tasks. Bastion Host also supports operation audit functions, recording and analyzing user operation logs to ensure effective traceability of security incidents.</p> <p>Tencent Cloud has clarified internal management requirements for special access permissions and established relevant authorization mechanisms. Meanwhile, Bastion Host has been fully deployed in Tencent Cloud's production environment to centrally manage administrator account permissions for backend system components. Internal operation and maintenance (O&amp;M) personnel must obtain authorization to access the Bastion Host, with only specific Tencent Cloud O&amp;M staff granted access. Login to the Bastion Host requires two-factor authentication.</p> <p><b>Regarding account security monitoring,</b> <u>CAM</u> grants specific permissions to different personnel for different resources through its granular permission control capabilities. Customers can also view and track employee operation records via <u>CloudAudit</u>, which supports online access to Tencent Cloud console and cloud API operation records within 90 days.</p> <p>Customers data is classified as high-security-level data within Tencent Cloud. Customers have full control over their data, and Tencent Cloud will not attempt to access or disclose customer content. If customers have any questions related to accounts, network security, or product usage, they can submit a work order through the console to obtain technical support. Tencent Cloud provides a comprehensive O&amp;M security guarantee</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain                              | Summary of Controls                                                                                                                                                                                                                                                                       | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|                                |                                                           |                                     |                                                                                                                                                                                                                                                                                           | <p>mechanism to ensure that the service team cannot directly access customer information assets without the customer's consent and authorization.</p> <p>Bastion Host has been fully deployed in Tencent Cloud's production environment. All sensitive operations in the production environment must be performed through real-time login and access via the Bastion Host. Login logs and operation logs are uniformly collected and encrypted in Tencent Cloud's log management platform. Logs are audited by automated O&amp;M security audit tools and the internal audit team to detect system or operational anomalies, thereby preventing operational risks.</p>                                                                                                                                                                                                                    |
| 4                              | 2.4.1-2.4.3                                               | Physical and Environmental Security | Secure data centers, IT operation sites, and other critical IT-related facilities. Implement protective systems and maintenance procedures for IT equipment and utilities to prevent damage from intrusion or natural disasters and ensure availability to support continuous operations. | <p>Customers shall establish physical and environmental security control mechanisms for information technology (IT) assets and implement security protection and regular maintenance processes for hardware equipment and IT-related infrastructure to ensure asset security.</p> <p>Tencent Cloud's infrastructure is deployed across multiple global locations, consisting of regions and availability zones (AZs). Each region is an independent geographic area, and each availability zone is an independent fault domain with physical isolation from other AZs. Based on business development needs and data security requirements, customers can independently and flexibly deploy data and systems in different regions or AZs to meet business disaster recovery requirements.</p> <p><b>In terms of data center environmental security,</b> all Tencent Cloud data centers</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|                                |                                                           |        |                     | <p>worldwide are selected, constructed, or leased in compliance with relevant international standards and local security requirements. The power supply and air conditioning systems of each data center adopt a high-stability fully redundant design; any single-point failure will not affect the continuity of power supply and cooling. Each data center is equipped with a complete fire protection system, including zoned fire detection systems, automatic fire suppression systems, and manual fire-fighting equipment for emergency use. Anti-static floors are installed inside each data center, and server racks, cable trays, and other components are equipped with grounding wires to prevent equipment damage caused by static electricity.</p> <p><b>Regarding data center access control,</b> Tencent Cloud has formulated formal access procedures for physical access to data centers. Anyone entering a data center must verify their identity and present identification documents to security operations personnel. Each data center administrator must record and manage the provision, modification, and termination of access rights in the internal data center access management system. Data center administrators conduct regular reviews of access rights to ensure appropriate allocation. If access rights are no longer relevant or necessary, data center administrators will disable them. Approved visitors to Tencent Cloud data centers must be accompanied by on-site Tencent Cloud engineers. All visitors or staff entering or exiting the data center are required to undergo identity verification, personal</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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|                                |                                                           |        |                     | <p>belongings inspection, and item registration.</p> <p><b>In terms of data center monitoring and daily inspections,</b> Tencent Cloud data centers are equipped with 24/7 non-blind-spot video surveillance and alarm systems covering computer rooms, handover areas, park entrances/exits, and building entrances/exits, with 24/7 on-duty security personnel. Security staff at each Tencent Cloud data center conduct regular inspections of computer rooms and equipment in strict accordance with inspection checklists and schedules, covering areas such as building entrances/exits, building perimeters, and interior spaces. Inspectors sign and record inspection times at checkpoints; in the event of infrastructure failures or security incidents, the data center emergency response process is activated immediately.</p> <p><b>For physical security drills in data centers,</b> each data center has developed a physical security emergency plan and regularly organizes security drills for staff. In the event of a physical security incident, the plan can be activated immediately to guide relevant personnel in protecting customer assets to the maximum extent. All security incidents are documented and analyzed in detail to continuously improve and enhance existing security management standards and systems.</p> <p>In addition, Tencent Cloud conducts regular on-site audits of data centers to ensure compliance with Tencent Cloud's information security requirements. Tencent Cloud reviews the results of Threat and Vulnerability Risk Assessments (TVRA)</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain                  | Summary of Controls                                                                                                                                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|                                |                                                           |                         |                                                                                                                                                             | <p>conducted by data center service providers to verify the effectiveness of relevant management measures.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5                              | 2.5.1.-2.5.17                                             | Communications Security | Secure communication networks to protect network systems and transmitted data from intrusion or threats, ensuring reliable and continuous service delivery. | <p>Customers shall formulate and implement procedures for communication networks to prevent insecure network connections, and deploy necessary cybersecurity measures or devices to protect network systems and promptly detect cybersecurity threats and intrusions.</p> <p>Tencent Cloud's underlying network adopts a redundant architecture, combined with route-level path prioritization and traffic engineering scheduling for route reachability, ensuring network services are not interrupted by single-device failures. Tencent Cloud's computing nodes also use a redundant design; in the event of a single computing node failure, the scheduler automatically removes it in real time, effectively guaranteeing the availability of customer services.</p> <p><b>In terms of network communication security,</b> all communications between customers and the Tencent Cloud console are encrypted and protected by the HTTPS protocol. Cloud API interfaces provided by Tencent Cloud products feature security capabilities such as HTTPS encryption, signature verification, and status monitoring, delivering port-level communication security guarantees for customer businesses. <u><a href="#">Direct Connect (DC)</a></u> further provides customers with dedicated, high-security, and large-bandwidth network connections, allowing users to exclusively occupy network links and reduce the risk of data leakage.</p> |

| No.<br>Annex 2-IT<br>security<br>management | Annex- IT Risk<br>Management<br>Implementation<br>Guideline | Domain | Summary of<br>Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|                                             |                                                             |        |                        | <p>Additionally, customers can use <a href="#">Cloud Connect Network (CCN)</a> to achieve secure intranet interconnection between Virtual Private Clouds (VPCs), as well as between VPCs and on-premises data centers (IDCs).</p> <p><b>To meet network segmentation requirements,</b> customers can use Tencent Cloud's <a href="#">Virtual Private Cloud (VPC)</a> service to build multiple independent network spaces for their purchased cloud resources, supporting custom subnet division, IP address assignment, and routing policies. As an exclusive cloud-based network space built on Tencent Cloud, VPC leverages tunneling technology to construct virtual networks over physical infrastructure. Through virtualization, it achieves complete intranet isolation between different VPCs, providing customers with independent and isolated secure cloud networks. For cloud servers within a VPC, customers can configure Security Groups and Network ACL rules to control inbound and outbound traffic at the instance and subnet levels, implementing multi-layered network access control.</p> <p><b>For network boundary protection,</b> Tencent Cloud offers <a href="#">EdgeOne (EO)</a>, a secure acceleration platform that provides security protection and acceleration services through Tencent's global edge nodes. EO includes DDoS protection, intelligent Web protection, BOT/crawler attack defense, DNS resolution, and supports customers in configuring custom access control rules based on business needs. <a href="#">Cloud Firewall (CFW)</a> primarily provides protection for different network</p> |



| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|                                |                                                           |        |                     | <p>boundaries, featuring active firewall ACL management, real-time IPS interception, virtual patching, and malicious code detection. It can meet the DMZ requirements of traditional networks, prioritize protection for core assets, and implement fine-grained isolation and control between VPCs. <a href="#">Web Application Firewall (WAF)</a> defends against Web attacks, intrusions, vulnerability exploits, malware injections, tampering, backdoors, crawlers, and other security threats targeting websites and Web services. <a href="#">Anti-DDoS</a> utilizes abundant, high-quality DDoS mitigation resources combined with continuously evolving proprietary and AI-driven detection algorithms cleaning algorithms to counter DDoS attacks.</p> <p><b>For multi-tenant isolation</b>, Tencent Cloud implements security mechanisms including virtualization control layer resource access control policies, intranet isolation between VPCs within the cloud platform, Web console permission assignment and identity authentication, and interface session IDs and access keys. These mechanisms ensure each user can only access their purchased cloud computing resources, effectively achieving access isolation between tenants.</p> <p><b>In terms of network device security</b>, to assist customers in complying with regulatory requirements, Tencent Cloud has established a set of network security configuration standards and security baseline standards, aiming to standardize the security configurations of network devices, firewalls, host server operating systems, databases, and application systems. Tencent Cloud continuously detects deviations between the</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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|                                |                                                           |        |                     | <p>configurations of operating systems, database management systems, and virtual images and the established standards using scanning tools. For identified deviations, Tencent Cloud automatically generates security work orders and assigns them to the responsible teams for timely remediation. Tencent Cloud also regularly reviews the security policies and parameter settings of network devices such as routers, firewalls, and network servers to ensure their effectiveness.</p> <p><b>In terms of cybersecurity control management,</b> Tencent Cloud has established internal network security management specifications and a defense-in-depth network security system. Through management systems and processes, Tencent Cloud defines network security control and protection standards, as well as corresponding roles and responsibilities, ensuring the secure operation of services hosted on its network. Meanwhile, Tencent Cloud deploys a mature cybersecurity architecture, incorporating multiple defense mechanisms such as firewalls, Intrusion Detection/Prevention Systems (IDS/IPS), DDoS protection, network logical isolation, and Web application security to promptly detect, filter, and block malicious network traffic, protecting Tencent Cloud's network security. Additionally, Tencent Cloud has implemented multiple measures including access control and approval workflows to strictly prohibit unauthorized personnel from accessing internal network resources, including network analysis and monitoring tools.</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain              | Summary of Controls                                                                                                                                                                                                                                                                                                                           | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 6.1                            | 2.6.5.1-2.6.5.8                                           | Capacity Management | <p>Manage IT and utility resource capacity, such as forecasting IT resource usage trends, to ensure sufficient resources support services and business operations and plan for future technological needs. For digital service channels, closely monitor and assess system capacity to support rapid growth in services and transactions.</p> | <p>Customers shall continuously monitor the usage of system resources, set performance and capacity thresholds, and implement necessary processes to manage situations where preset thresholds are exceeded.</p> <p>To support customers in convenient capacity planning and adjustment, Tencent Cloud provides <a href="#">Auto Scaling (AS)</a> service. AS can automatically detect the health status of instances and dynamically adjust cloud server computing resources based on customers' business needs, policies, and preconfigured scaling conditions (both scaling out and scaling in). This ensures that an appropriate number of cloud server instances are always available to handle customers' application loads.</p> <p>To enable monitoring and management of system performance, customers can use <a href="#">Tencent Cloud Observability Platform (TCOP)</a>. This service offers real-time monitoring, analysis, and alerting for cloud products/resources. It collects and visualizes monitoring metrics, including those proactively reported by cloud products (such as cloud servers and cloud databases) and custom-configured metrics reported by customers—through visual dashboards. TCOP helps customers gain real-time insights into cloud resource utilization, application performance, and cloud product operating status. It also supports setting alerts for metrics; based on predefined alert rules, customers are promptly notified of business anomalies via message pushes and other channels.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud conducts capacity demand forecasting</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain                       | Summary of Controls                                                                                                                                                                                                   | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|                                |                                                           |                              |                                                                                                                                                                                                                       | <p>based on business operation needs and formulates annual capacity management plans. While ensuring business continuity of information systems, business departments predict capacity and develop capacity plans by referencing historical capacity usage trends from previous monitoring and considering requirements for new businesses and systems. During daily operations, Tencent Cloud's internal teams conduct real-time monitoring of the capacity usage of the underlying supporting services of the cloud platform through an internal capacity monitoring platform, identifying capacity usage trends. When usage exceeds predetermined thresholds, the monitoring platform triggers alerts to notify relevant teams to follow up and take appropriate actions, ensuring the stable operation of products and services.</p> |
| 6.2                            | 2.6.9.1-2.6.9.4                                           | Server and Endpoint Security | <p>Protect servers and user endpoints against various attack methods and malware. Regularly update systems to stay current with emerging threats, reducing risks of attacks, data leaks, and unauthorized access.</p> | <p>Customers shall implement endpoint protection measures, deploy antivirus software to conduct regular system scans, and update virus databases in a timely manner to monitor and identify abnormal activities on endpoint systems.</p> <p>Customers can adopt <a href="#">Cloud Workload Protection Platform (CWPP)</a> to provide security protection for cloud hosts. Based on accumulated massive threat data, CWPP leverages machine learning to offer customers security protection services such as hacker intrusion detection and vulnerability risk alerts. Its security features include brute-force attack prevention, abnormal login notifications, malware detection, and high-risk vulnerability scanning, addressing the main cybersecurity risks faced by current</p>                                                   |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|                                |                                                           |        |                     | <p>servers.</p> <p>To assist customers in complying with regulatory requirements, <b>regarding host endpoint protection</b>, Tencent Cloud has deployed Endpoint Detection and Response (EDR) tools to conduct comprehensive monitoring and control of server endpoint assets across the entire network. The EDR tools adopted by Tencent Cloud support functions such as antivirus and intrusion detection, security baseline and vulnerability scanning, and security compliance auditing for command operations and login behaviors, triggering alerts when malicious programs or abnormal activities are identified. Tencent Cloud follows up on and handles alert events through its work order system.</p> <p><b>In terms of office endpoint protection</b>, Tencent Cloud has formulated internal software security specifications, clarifying usage restrictions for software on office endpoints (including laptops and workstations). It utilizes application whitelisting technology to only allow the operation of known and trusted programs, reducing the risk of malware intrusion. Tencent Cloud also implements endpoint control through a zero-trust security management system, achieving comprehensive security protection such as ransomware prevention, phishing attack prevention, and internal lateral movement prevention through security capabilities including virus scanning and removal, vulnerability patching, and proactive defense.</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain      | Summary of Controls                                                                                                                                                  | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| 6.3                            | 2.6.8.1-2.6.8.5                                           | Data Backup | Perform backups using appropriate methods and frequencies (e.g., daily) to ensure backup data is available in case of failure or damage to primary systems and data. | <p>Customers shall establish a backup management mechanism, perform data backups at specified frequencies, and conduct regular backup restoration tests.</p> <p>As of 2026, Tencent Cloud has deployed three data centers in Thailand, each with independent power and network infrastructure, enabling customers to store, process, and back up data within Thailand. A variety of storage and database services provided by Tencent Cloud are equipped with backup functionality to meet customers' diverse backup requirements. Examples include:</p> <ul style="list-style-type: none"> <li>For data stored in <a href="#">Cloud Object Storage (COS)</a>, customers can use the cross-region replication feature to store data in multiple designated regions simultaneously. This ensures that in the event of partial data loss, complete data can still be retrieved and restored through redundant data, while also avoiding losses caused by irreversible disasters affecting storage in a single availability zone, achieving multi-redundancy backup and off-site disaster recovery.</li> <li>The snapshot backup feature of <a href="#">Cloud Block Storage (CBS)</a> backs up data by capturing point-in-time snapshots of CBS, preventing data loss due to tampering or accidental deletion and enabling rapid rollback in case of business failures.</li> <li><a href="#">Cloud File Storage (CFS)</a> provides scheduled snapshot functionality, allowing customers to flexibly configure backup task policies.</li> <li><a href="#">Cloud Native Database TDSQL-C</a></li> </ul> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain  | Summary of Controls                                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------|-----------------------------------------------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                |                                                           |         |                                                                                                                                                                                                                                 | <p>supports two backup types: logical backup and snapshot backup. Through full data backups and subsequent binlog backups over a period of time, the entire TDSQL-C MySQL cluster or specific databases/tables can be restored to any point in time.</p> <ul style="list-style-type: none"> <li>• <a href="#">TencentDB for MySQL</a> supports both automatic and manual backups, as well as cross-region backup functionality. This helps customers enhance disaster recovery capabilities and improve data reliability.</li> <li>• <a href="#">TencentDB for MongoDB</a> offers automatic data backup and lossless restoration mechanisms, supporting multi-node data backups. Customers can retain backup data for multiple days through the backup mechanism to facilitate data restoration in the event of a disaster.</li> </ul> |
| 6.4                            | 2.6.4.1-2.6.4.4                                           | Logging | <p>Maintain logs of servers, applications, and critical network devices, such as access logs and activity logs, to monitor and audit system and data access and support electronic transaction evidence as required by law.</p> | <p>Customers shall establish a log management mechanism to collect, process, and analyze logs from servers, applications, and critical network devices, and identify suspicious or abnormal behaviors.</p> <p><b>To assist customers in log collection, aggregation, and analysis,</b> Tencent Cloud provides <a href="#">Cloud Log Service (CLS)</a>. As a one-stop log management platform, CLS offers a full range of services from log collection and storage to log search and analysis, real-time consumption, and log delivery, helping customers address needs related to business operations, security monitoring, log auditing, and log analysis.</p>                                                                                                                                                                        |



| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|                                |                                                           |        |                     | <p>CLS adopts a highly available distributed architecture, storing log data with multi-redundancy backups to prevent service unavailability due to single-node failures, ensuring high service availability and providing stable and reliable support for log data. <a href="#">Cloud Security Center (CSC)</a> also supports collecting various cloud security-related data, including alerts from cloud security products, cloud asset configuration change data, cloud user operation behavior data, and logs from selected cloud products. It provides a unified search and investigation platform to enable customers to conduct comprehensive cloud log auditing, search, and investigation. Additionally, <a href="#">Elasticsearch Service (ES)</a> aggregates and transmits real-time logs from cloud servers, containers, and other cloud products, as well as historical and incremental business data, to Tencent Cloud ES clusters for distributed data storage, query, and analysis.</p> <p><b>For the collection and retention of network logs,</b> <a href="#">Cloud Firewall (CFW)</a> supports full-traffic network log analysis with a maximum retention period of 6 months. It also provides advanced threat traceability analysis, enabling the analysis of domain name registration, resolution, filing, and historical resolution information.</p> <p><b>For the collection and retention of operation logs,</b> customers can use <a href="#">CloudAudit</a> to conduct supervision, compliance checks, operation reviews, and risk audits of Tencent Cloud account activities. CloudAudit supports online access to Tencent Cloud console and cloud</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain              | Summary of Controls                                                                                                                                                               | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|                                |                                                           |                     |                                                                                                                                                                                   | <p>API operation records within 90 days.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established log collection and management specifications and mechanisms for logs such as login logs, operation logs, system regular logs, and system security event logs. These mechanisms govern the recording, extraction, storage, protection, analysis, and auditing of logs to detect and prevent abnormal system activities and risks. Logs are uniformly collected and managed in Tencent Cloud's log management platform, with backup and strict protection measures implemented to prevent unauthorized modification or deletion. Tencent Cloud audits logs through automated O&amp;M security audit tools and internal audit teams to detect system or operational anomalies, thereby mitigating operational risks.</p> |
| 6.5                            | 2.6.6.1-2.6.6.7                                           | Security Monitoring | <p>Establish processes or tools to monitor new threats and detect abnormal events or threats affecting critical systems to enable timely detection, prevention, and response.</p> | <p>Customers shall establish cybersecurity situational awareness capabilities to monitor emerging threats, and detect abnormal events and threats affecting critical systems, ensuring timely discovery, prevention, and response.</p> <p>To support customers in threat detection and analysis, Tencent provides the <a href="#">Threat Intelligence X (TIX)</a> platform. As a one-stop threat intelligence service platform, TIX offers three core intelligence capabilities: basic intelligence, attack surface intelligence, and business intelligence. It supports functions such as intelligence query, IOC (Indicator of Compromise) analysis, and attack surface management, enabling customers to more efficiently analyze and assess security</p>                                                                                                       |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|                                |                                                           |        |                     | <p>incidents and comprehensively evaluate the risk of enterprise asset exposure. This helps enterprises build an effective three-dimensional security defense system. TIX has established a comprehensive intelligence collection network, gathering and analyzing threat intelligence from diverse sources including vulnerability communities, security organizations, security tool vendors, social media, and security blogs. It leverages cloud-based algorithms to eliminate false positives, ensuring the accuracy of intelligence.</p> <p>In addition, TIX is centered on SaaS delivery and supports multiple deployment methods such as Web APIs, SDKs, TIP (Threat Intelligence Platform) integration, and mini programs to meet the needs of different customers. TIX can also be integrated with customers' existing security products through API integration, enhancing overall security operations and threat response efficiency.</p> <p>Empowered by TIX, Tencent Cloud is committed to building a proactive defense security system encompassing "intelligence - offense and defense - management - planning". By integrating threat intelligence, artificial intelligence, big data, and other technologies, Tencent Cloud enhances the responsiveness and efficiency of security incident handling. It also operates a 24/7 Security Operations Center (SOC) focused on threat detection, investigation, and response, achieving visible, understandable, and controllable cybersecurity situational awareness.</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain                   | Summary of Controls                                                                                                                                                                                                                     | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| 6.6                            | 2.6.7.1-2.6.7.7                                           | Vulnerability Management | <p>Conduct vulnerability assessments for all systems based on risk levels. For critical systems, assessments must be performed at least annually and after significant changes.</p>                                                     | <p>Customers shall conduct regular vulnerability assessments and penetration testing to identify security vulnerabilities and evaluate their cybersecurity defense capabilities.</p> <p>In terms of penetration testing, Tencent Cloud provides <a href="#"><u>Penetration Testing Service (PTS)</u></a> for customers. By fully simulating the attack techniques and vulnerability discovery methods that hackers may employ, PTS conducts in-depth detection of target system security through controlled and non-destructive methods. It identifies vulnerabilities in target systems and network devices, provides security hardening recommendations to help customers enhance system security, and supports verification after vulnerability remediation.</p>                                                                                                              |
| 6.7                            | 2.6.7.1-2.6.7.7                                           | Penetration Testing      | <p>Conduct penetration tests by independent internal or external experts at least annually and after significant changes, covering Internet-facing systems and networks, to identify vulnerabilities and enable timely remediation.</p> | <p>For vulnerability scanning, customers can opt for <a href="#"><u>Vulnerability Scanning Service (VSS)</u></a> to detect enterprise network assets and identify associated risks. Leveraging Tencent's years of accumulated security experience and threat intelligence, VSS has established a comprehensive and robust vulnerability rule base and is equipped with professional and efficient detection capabilities for 0Day/1Day/NDay vulnerabilities. It can perform regular security scanning, continuous risk alerts, and vulnerability detection on the availability, security, and compliance of customer assets, provide customers with professional remediation recommendations, and mitigate security risks. VSS also supports integration with cloud products such as Cloud Workload Protection Platform (CWPP) and Web Application Firewall (WAF), forming a</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|                                |                                                           |        |                     | <p>closed loop from risk monitoring to risk remediation.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud regularly generates scanning tasks through its vulnerability scanning system to conduct vulnerability scans on assets in the cloud environment, and performs analysis, classification, and remediation of detected vulnerabilities. Tencent Cloud's security team conducts regular full-link large-scale penetration testing and flexibly carries out targeted penetration testing prior to new product launches or in the event of major system changes. Penetration testing results are notified to relevant responsible departments via security work orders, which are required to promptly patch vulnerabilities or implement other compensatory control measures, ensuring that exploitable vulnerabilities identified in penetration testing are properly addressed. In addition, Tencent Cloud regularly conducts red team-blue team exercises to simulate and defend against cyberattacks in real combat scenarios.</p> <p>Tencent Cloud has also established an external vulnerability feedback platform and launched a Vulnerability Reward Program, inviting industry security experts to help identify system security vulnerabilities and risks from a hacker's perspective. This enables timely remediation of security issues and safeguards the ecological security of Tencent Cloud.</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain            | Summary of Controls                                                                                                                                                                                                                   | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| 6.8                            | 2.6.1.1-2.6.1.10                                          | Change Management | Establish rigorous and adequate change management processes to control changes such as system deployment, configuration, and patch installation, ensuring changes are authorized, purposeful, and prevent unauthorized modifications. | <p>Customers shall formulate a change management procedure, requiring that all types of changes undergo assessment, testing, review, and approval prior to implementation.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established a set of management standards for product and configuration changes, clarifying each step in the change process and the corresponding responsible parties to ensure that all changes are subject to appropriate review, approval, and testing before implementation. Meanwhile, Tencent Cloud has defined a management process for emergency changes, which may only be implemented after obtaining appropriate approval.</p> <p>All types of program changes, including changes to applications, configuration files, operating systems, and databases, must undergo business impact analysis and have a rollback plan formulated prior to deployment, with both subject to approval by the relevant responsible parties. Tencent Cloud's change release system mandates that change operations can only be performed by authorized personnel, retains logs related to all changes, and conducts regular log reviews. After a change is released, Tencent Cloud operations team verifies and monitors the change in the production environment and documents the results.</p> <p>In addition, Tencent Cloud classifies change requests by impact level based on attributes such as the importance/urgency of the O&amp;M request and the scope of the change. For change requests that may affect</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain                          | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| 6.9                            |                                                           |                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                          | products, infrastructure, or network configurations in the external environment, Tencent Cloud will notify customers via announcements, emails, the Tencent Cloud official website console, and/or other appropriate channels.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                | 2.6.2.1-2.6.2.4                                           | System Configuration Management | Establish documented minimum security baselines and security hardening processes for operating systems, databases, applications, network devices, and network security devices supporting critical systems. Regularly configure and review settings to ensure compliance. If institutions cannot comply with their own standards, they must establish an exception approval process, assess risks, and implement adequate risk controls. | Customers shall formulate security standards for the hardware and software supporting their critical systems, implement secure configurations, and establish relevant processes to verify deviations between system configurations and the security standards.<br><br><u>Cloud Security Center (CSC)</u> offers automated inspection and assessment capabilities for cloud product configuration risks, helping customers mitigate security risks arising from incorrect security configurations in cloud product usage and enhance their overall cloud security posture. Meanwhile, customers can adopt <u>Config</u> to conduct centralized audit and governance of cloud resources. Config continuously records configuration information and configuration changes of various cloud resources across different regions under a customer's account. Based on Tencent Cloud best practice rules and compliance package templates, it automatically performs continuous compliance assessments on cloud resource configurations under an enterprise account, identifies non-compliant resource configurations, and thereby enables automated monitoring and management of cloud resources.<br><br>To assist customers in complying with regulatory requirements, Tencent Cloud has established a configuration |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|                                |                                                           |        |                     | <p>management system and centrally manages all IT service components and configuration items through a Configuration Management Database (CMDB). It standardizes the management of Configuration Items (CIs) and their interrelationships. If a change process involves configuration updates, O&amp;M personnel shall update the versions and relevant information of the configuration items in the CMDB in accordance with the change plan after completing the change. Tencent Cloud conducts regular asset inventories and audits the CMDB to ensure the validity, accuracy, and completeness of all configuration item information.</p> <p>In addition, Tencent Cloud has formulated a set of network security configuration standards and security baseline standards, aiming to standardize the management of security configurations for network devices, firewalls, host server operating systems, databases, and application systems. Tencent Cloud uses scanning tools to continuously detect deviations between the configurations of operating systems, database management systems, and virtual images and the established standards. For identified deviations, Tencent Cloud automatically generates security work orders and sends them to the responsible teams for timely remediation. Tencent Cloud also conducts regular reviews of the security policies and parameter settings of network devices such as routers, firewalls, and network servers to ensure the effectiveness of these policies and parameters.</p> |



| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain           | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 6.10                           | 2.6.3.1-2.6.3.6                                           | Patch Management | <p>Establish a security patch management process for all systems and devices to reduce risks from new vulnerabilities. Patches must be applied within appropriate timeframes based on vulnerability risk levels and system criticality. If vendors have not officially released patches for newly discovered vulnerabilities, institutions must implement alternative controls to mitigate risks. If patches cannot be installed, institutions must establish an exception approval process, assess risks, and implement adequate risk controls.</p> | <p>Customers shall establish a security patch management mechanism and deploy security patches based on vulnerability severity levels and system importance. Customers can also leverage <a href="#">Cloud Workload Protection Platform (CWPP)</a> to detect Linux software vulnerabilities, Windows system vulnerabilities, Web-CMS vulnerabilities, and application vulnerabilities, issue real-time alerts, and obtain vulnerability remediation solutions, helping them respond rapidly to vulnerability risks. <a href="#">Tencent Container Security Service (TCSS)</a> is a virtual patching system developed by Tencent Cloud Security to defend against frequently emerging zero-day vulnerabilities. It integrates Tencent's vulnerability mining and real-time high-risk vulnerability alert technologies to capture and analyze vulnerabilities, generate virtual patches based on Tencent's professional expertise, and automatically enforce these virtual patches on cloud servers, effectively blocking hacker attacks. In addition, customers can use <a href="#">Vulnerability Scanning Service (VSS)</a> to conduct regular security scans, continuous risk alerts, and vulnerability detection on the availability, security, and compliance of the enterprise's network devices and application services, and reduce enterprise security risks by following the professional remediation recommendations provided by VSS.</p> <p>To assist customers in complying with regulatory requirements, in terms of patch management, Tencent Cloud identifies the latest patches and conducts thorough security testing on them prior to installation to ensure the security of patch deployment.</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain                             | Summary of Controls                                                                                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|                                |                                                           |                                    |                                                                                                                                                                                                                                                                                 | <p>Tencent Cloud regularly notifies internal business teams to perform patch upgrades and installations, uses endpoint detection tools to periodically scan patch installation status, and automatically generates alert work orders for devices with overdue patches pending installation. Meanwhile, Tencent Cloud has established an internal vulnerability scanning mechanism and an external vulnerability collection platform to report internal and external vulnerability traits and threat issues. Security vulnerability work orders are recorded in the security operation system and assigned to relevant personnel responsible for resolution within a specified timeframe. In addition, Tencent Cloud Security Research Team integrates vulnerability protection capabilities into Tencent Cloud's Web Application Firewall (WAF) system in the form of virtual patches to ensure the overall security of the cloud computing platform.</p> |
| 7.1、 7.2                       | 2.7.1、 2.7.2                                              | System Acquisition and Development | <p>Establish clear and appropriate criteria for selecting systems and external service providers, to ensure systems and providers meet operational needs. Consider flexibility for future changes in providers, technology, or business strategies.</p> <p>Design, develop,</p> | <p>Customers shall formulate standards and procedures for system acquisition and development, specify security requirements throughout the system design, development, and testing processes, and ensure the security, reliability, and availability of systems. For system development services provided by external vendors or developers, the responsibilities of both parties shall be defined in purchase agreements or contracts.</p> <p><b>To support customers in development lifecycle management,</b> Tencent Cloud offers <a href="#">Cloud Native Build (CNB)</a>, a developer tool. Based on the Docker ecosystem, CNB abstracts environments, caches, and plugins, and adopts declarative</p>                                                                                                                                                                                                                                               |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|                                |                                                           |        | and test systems to ensure system and data confidentiality, integrity, availability, and flexibility for future updates. | <p>syntax to help developers build software in a more efficient manner. CNB provides a complete developer toolchain with capabilities including code hosting, high-performance R&amp;D pipelines, AI-powered code reviews, cloud-based development environments, artifact management, and custom task sets. It effectively supports the entire R&amp;D process from requirements to deployment and enables agile development management.</p> <p><b>To assist customers in procuring Tencent Cloud systems,</b> Tencent Cloud provides online legal documents such as <a href="#">Terms of Service</a>, <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a>. Based on actual circumstances and customer requirements, Tencent Cloud negotiates and defines customers' audit and supervision rights in the agreements. For an overview of Tencent Cloud's due diligence practices as a cloud service provider, refer to <b>"8 Selection of Third Parties"</b> in Chapter 5.7.2 of <b>"5.7 IT Risk Regulatory Rules - Annex: Guidelines for Third-Party Risk Management"</b> in this guide.</p> <p><b>In terms of system security development lifecycle management,</b> Tencent Cloud has established an internal set of information system security development standards. It strives to integrate the ISO/IEC 20000 IT service management standard, ISO/IEC 27001 information security management system, and ISO/IEC 9001 quality management system standards into the entire product security development lifecycle. Focusing on different stages including requirements, design, R&amp;D, testing, delivery, operation and maintenance, Tencent Cloud incorporates</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|                                |                                                           |        |                     | <p>information security and privacy protection concepts into all phases of product development to ensure that cloud products receive adequate security control throughout their lifecycle. Relevant security control measures include:</p> <ul style="list-style-type: none"> <li>• Security Training: Promote secure coding awareness among developers and strictly require relevant personnel to comply with secure coding standards.</li> <li>• Requirements Analysis: Conduct communications on business content, business processes, and technical frameworks to identify the optimal approach for embedding security measures.</li> <li>• System Design: Perform threat modeling for system design and conduct security technical assessments of the adopted architecture.</li> <li>• System Development: Provide self-developed secure development components for R&amp;D personnel during the development process and require coding in accordance with Tencent Cloud's secure coding standards.</li> <li>• Security Verification: Detect vulnerabilities through code security reviews, asset security scanning, web scanning, manual security assessments, penetration testing, and code audits.</li> <li>• Release: Only after all high-risk issues have been fixed can the system be released to the production</li> </ul> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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|                                |                                                           |        |                     | <p>environment, preventing products with security vulnerabilities from running in the production environment.</p> <p>In addition, Tencent Cloud ensures that the development/testing environment and the production environment are isolated from each other and prohibits the use of unsensitized production data in the development/testing environment. Tencent Cloud has also formulated internal access control authorization policies and a separation of duties matrix mechanism to ensure the separation of responsibilities among personnel involved in software development, testing, and release.</p> <p><b>For the use of third-party products,</b> Tencent Cloud has formulated supply chain security management requirements. It specifies that security admission reviews must be conducted when introducing external components; security hardening and defense measures must be implemented before launch to ensure that products pass the launch security inspection. After product launch, continuous security operation and maintenance as well as security inspections are carried out to resolve security issues in a timely manner. Through the evaluation of product security operation status, potential security risks are identified, vendors are urged to make improvements, and subsequent cooperation strategies with such vendors are reviewed. In addition, Tencent Cloud has established open-source component security management specifications to ensure that open-source components introduced by R&amp;D teams come from reliable sources and pass</p> |

| No.                            |                                                    | Domain                             | Summary of Controls                                                                                                                                                                                                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| Annex 2-IT security management | Annex- IT Risk Management Implementation Guideline |                                    |                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 8                              | 2.8.1、 2.8.2                                       | IT Incident and Problem Management | Appropriately and promptly manage IT-related incidents and problems by recording, analyzing, and reporting incidents, issues, and resolutions to the designated committee or senior management (for foreign commercial bank branches) in a timely manner. Analyze root causes to address underlying issues and prevent recurrence. | <p>security reviews, thereby guaranteeing the safe and legal use of open-source components.</p> <p>Customers shall establish an information technology security incident management procedure to record, analyze, and report security incidents, and conduct regular root cause analysis of such incidents to prevent recurrence.</p> <p>To support customers in incident detection and rapid response, Tencent Cloud offers <a href="#">Cloud Security Center (CSC)</a>, a one-stop security management platform. With its capabilities including Asset Center, Risk Center, Alert Center, and Advanced Security Management, CSC helps customers establish a closed-loop security operation system covering pre-incident threat detection, in-incident response and handling, and post-incident traceability analysis, thereby enhancing the efficiency of security operations.</p> <p><b>In terms of incident management,</b> Tencent Cloud has formulated internal incident and service request management procedures and established Tencent Cloud incident management policies. These ensure that incidents related to IT service management activities are recorded, classified, prioritized based on impact and urgency, and escalated as needed. This facilitates the prompt resolution and closure of various incidents, minimizes incident impacts, safeguards normal business operations, and improves customer satisfaction.</p> <p><b>Regarding incident communication and notification,</b> Tencent Cloud has developed</p> |
|                                |                                                    |                                    |                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------|-----------------------------------------------------------|--------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                |                                                           |        |                     | <p>information security incident management specifications and established relevant procedures for information security incident response, escalation, and notification. These procedures enable timely alerts or notifications to relevant parties—including internal personnel and customers who may be or have been affected by incidents—ensuring orderly, timely, and efficient communication and coordination among all stakeholders.</p> <p><b>For security incidents that may affect customers,</b> Tencent Cloud will, after internal review and based on the scope and severity of the information security incident, notify customers of the incident handling and analysis results through appropriate channels, and provide corresponding technical support to assist customers in taking remedial measures to minimize losses.</p> <p><b>In terms of incident summary and continuous improvement,</b> Tencent Cloud has established a periodic incident analysis mechanism. It conducts regular multi-dimensional analysis of incidents (including incident type, frequency, impact scope, and severity), and adopts preventive measures based on incident reviews and root cause analysis to prevent recurrence of similar incidents. For major security incidents, Tencent Cloud will set up a dedicated task force to prepare a special analysis report and submit it to the management.</p> <p><b>For customers to report issues or take the initiative to contact Tencent Cloud,</b> the Tencent Cloud official website console provides a work order service, supporting</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain                            | Summary of Controls                                                                                                                     | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------|-----------------------------------------------------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                |                                                           |                                   |                                                                                                                                         | <p>customers in reporting faults, incidents, problems, and complaints related to security, availability, and confidentiality. The Tencent Cloud order system assigns priorities to customer work orders through a tiered response mechanism. When the first-line technical team is unable to resolve the issue effectively, the system will automatically trigger a service escalation process, with product or technical teams intervening to collaborate on resolution, ensuring that customer needs or feedback receive timely responses and handling.</p> <p>In addition, Tencent Cloud provides online and telephone channels on its official website to support customers in reporting problems encountered while using Tencent Cloud services. Tencent Cloud has multi-region mutually backup customer service centers, capable of handling customer inquiries and needs 24/7 uninterruptedly, and providing high-quality round-the-clock technical support.</p> <p>Customers may also select applicable service plans to obtain exclusive support, including dedicated support groups, dedicated technical account managers, and value-added services.</p> |
| 9.1-9.6                        | 2.9.1-2.9.7                                               | IT Disaster Recovery Plan, IT DRP | Establish a working group or department responsible for developing an IT DRP, approved by the designated committee or senior management | Customers shall establish a business continuity management mechanism, conduct business impact analysis, define recovery time objectives (RTO) and recovery point objectives (RPO) for each business, formulate business continuity emergency plans, and communicate such plans to relevant personnel. In addition, customers shall review and test the implementation of emergency plans at least annually. Customers shall establish a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |



| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|                                |                                                           |        | <p>(for foreign commercial bank branches).</p> <p>Document the IT DRP, considering service characteristics, business operations, transaction volume, IT complexity, IT security, and related risks.</p> <p>The IT DRP must be practical, implementable. It should align with Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Maximum Tolerance Period of Disruption (MTPD)</p> <p>Provide manuals or supporting documents for IT DRP implementation, and communicate and train all relevant staff to</p> | <p>backup data center that can operate as a replacement to ensure business availability in the event of an outage at the primary data center.</p> <p><b>To ensure the continuous availability of customers' businesses</b>, Tencent Cloud has designed and implemented a business continuity management framework suitable for its own cloud computing environment and has obtained international certification for the ISO/IEC 22301 Business Continuity Management System. Tencent Cloud conducts business impact analysis on cloud products and services, defines RTO and RPO for each business, and formulates differentiated response strategies and business continuity plans based on the results of business impact analysis, as well as develops detailed disaster recovery plans for cloud products.</p> <p><b>In terms of personnel support</b>, Tencent Cloud defines personnel roles during business recovery and clarifies the division of responsibilities in the recovery process. For key skills or positions, an A/B role backup mechanism is adopted, and regular emergency drill training is conducted to ensure the rapid and effective execution of recovery procedures, supporting customers in achieving timely recovery in scenarios of business disruption.</p> <p><b>Regarding business continuity and disaster recovery drills</b>, Tencent Cloud formulates drill plans based on business continuity plans, conducts drill risk assessments, and develops corresponding safeguard measures to avoid negative impacts on services caused by drills. Tencent Cloud's disaster recovery drills are</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------|-----------------------------------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                |                                                           |        | <p>ensure understanding and compliance.</p> <p>Review and test the IT DRP at least annually and after significant changes.</p> <p>Establish a disaster recovery site with sufficient readiness to operate as a backup when the primary site fails. The recovery site should be sufficiently distant from the primary site to avoid simultaneous issues</p> | <p>usually carried out by simulating real classic disaster recovery scenarios, including attack-defense confrontation and large-scale failures, to comprehensively test the system's disaster recovery capability, response speed, and recovery capability. For problems identified in drills, Tencent Cloud will implement rectifications in accordance with the improvement measures proposed in the drill summary report, revise the corresponding emergency plans in a timely manner, and the audit department will supervise and inspect the rectification progress.</p> <p><b>To assist customers in establishing backup data center sites,</b> Tencent Cloud's data centers are deployed across multiple regions worldwide, consisting of regions and availability zones (AZs), covering mainland China, the Asia-Pacific region, North America, and Europe. Based on business development needs and data security requirements, customers can independently and flexibly deploy data and systems in different regions or availability zones to meet business disaster recovery requirements. The network egress of each availability zone is connected to multiple operators, building Tencent Cloud's cross-region disaster recovery capability and effectively reducing the sustained impact caused by public network failures of operators.</p> <p>Tencent Cloud's underlying network adopts a redundant architecture, combined with route-level path prioritization and traffic engineering scheduling for route reachability, ensuring that network services will not be interrupted due to single-device</p> |

| Annex 2-IT security management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain                      | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------|-----------------------------------------------------------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                |                                                           |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | failures. Tencent Cloud's computing nodes also adopt a redundant design; in the event of a single computing node failure, the scheduler will automatically remove it in real time, effectively guaranteeing the availability of customers' businesses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10.1 、 10.5                    | 2.10.1                                                    | Third-Party Risk Management | <p>When financial institutions or specialized financial institutions:</p> <p>(1) Outsource IT services to third parties,</p> <p>(2) Connect IT systems with third parties, or</p> <p>(3) Allow third parties to access critical or customer data electronically, they must oversee IT security and cybersecurity risks in line with risk levels and significance, ensuring responsibility for service delivery, business continuity, and maintaining trust, reputation, and service</p> | <p>If a customer outsources information technology services to a third party, connects its information technology systems to a third party, or allows a third party to access critical data electronically, it shall supervise the third party's cybersecurity and information technology security based on risk levels and importance, so as to ensure the responsibility for service delivery, business continuity, quality, and other aspects.</p> <p>Tencent Cloud makes available online legal documents such as the <a href="#">Terms of Service</a> , <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a> on its official international website. These documents clearly define the scope and service levels of the services provided by Tencent Cloud, the protection of user data and intellectual property rights, the security responsibilities and obligations of both customers and Tencent Cloud, as well as the service term and scenarios for agreement termination. Customers may opt to sign customized agreements with Tencent Cloud to negotiate and modify specific terms and details of the agreements.</p> <p>The cloud services provided by Tencent Cloud to customers are delivered in accordance with the Service Level Agreement (SLA) agreed for each service. The performance indicators, measurement</p> |

| Annex 2-IT security management | No.                                                | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------|----------------------------------------------------|--------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                | Annex- IT Risk Management Implementation Guideline |        |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                |                                                    |        | efficiency.         | <p>standards, and reporting requirements for each service are clearly specified in the SLA of the respective product and published on Tencent Cloud's official website. Tencent Cloud continuously tracks the performance and availability of cloud services and provides customers with real-time monitoring through the management console.</p> <p>The content of these clauses is highly consistent with the appendix Implementation Guidelines for Third-Party Risk Management. For more detailed information on third-party risk management, please refer to Chapter 5.7 of this Guide: "<a href="#">5.7 Information Technology Risk Supervision Rules - Annex: Implementation Guidelines for Third-Party Risk Management</a>".</p> |

## 5.4 Rules for Information Technology Risk Supervision - Annex 3 IT Risk Management

| Annex 3-IT risk management | No.                                                | Domain                        | Summary of Controls                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------|----------------------------------------------------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                            | Annex- IT Risk Management Implementation Guideline |                               |                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 2                          | 1.2.7                                              | IT Risk Management Operations | <p>Establish an acceptable level of IT risk, approved by the designated committee or senior management.</p> <p>Develop an IT risk management framework in coordination with the first line of defense units</p> | <p>Customers shall establish a risk management framework, implement effective risk management practices and control measures, and define clear acceptable levels of information technology (IT) risk.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated an internal Information Security Risk Management Procedure. This procedure clearly defines key work components including risk identification, risk analysis, development of risk</p> |

| No.<br>Annex 3-IT<br>risk<br>management | Annex- IT Risk<br>Management<br>Implementation<br>Guideline | Domain             | Summary of<br>Controls                                                                                                                                                                                                                                                                                              | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------|-------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                         |                                                             |                    |                                                                                                                                                                                                                                                                                                                     | <p>treatment plans, and risk tracking and monitoring. Tencent Cloud conducts risk assessments regularly, identifying risks based on risk scenarios, business products, or service processes. For identified risks, Tencent Cloud classifies risk levels by assessing the likelihood of occurrence and impact severity of each risk and implements corresponding follow-up actions—all process activities are properly documented. Tencent Cloud also continuously tracks the progress of risk treatment, evaluates residual risks, and ensures that relevant responsible persons have appropriately managed risks in accordance with Tencent Cloud's risk management requirements. In addition, Tencent Cloud continuously maintains and revises its risk assessment methods and risk registers based on evolving cloud industry trends and internal management practices.</p> |
| 2.1                                     | 1.2.7                                                       | Risk<br>Assessment | <p>Risk Identification:<br/>Identify IT risks, including cyber threats and vulnerabilities.</p> <p>Risk Analysis:<br/>Understand and analyze IT risks to determine appropriate risk treatment strategies.</p> <p>Risk Evaluation:<br/>Assess the likelihood of IT risks occurring and their potential impact on</p> | <p>Customers shall regularly identify threats and vulnerabilities applicable to their IT environments, analyze and assess the risks posed by these threats and vulnerabilities, prioritize the risks, formulate risk mitigation measures, evaluate residual risks, and monitor the effectiveness of risk control measures.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated an internal Information Security Risk Management Procedure, which clearly defines and provides guidelines for the entire risk management process, including risk identification, risk analysis, development of risk treatment plans, and risk tracking and monitoring.</p>                                                                                                                                                                       |

| Annex 3-IT risk management | No.<br>Annex- IT Risk Management Implementation Guideline | Domain                     | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------|-----------------------------------------------------------|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                            |                                                           |                            | operations.                                                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• <b>Risk Identification:</b> Tencent Cloud conducts risk assessments regularly. It identifies risk scenarios applicable to Tencent Cloud from sources such as industry security incident reports, Tencent Cloud's practical experience, and risk databases of professional institutions. Risks are identified based on risk scenarios and the results of process analysis of business products or services.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2.2                        | 1.2.7                                                     | Risk Management            | <p>Implement appropriate strategies, controls, and preventive measures aligned with the results of the IT risk assessment, ensuring that residual risk remains within the approved IT risk appetite.</p> <p>Furthermore, define IT Key Risk Indicators (IT KRIs) relevant to services or business operations, aligned with the criticality of each IT function, to support risk monitoring and review.</p> | <ul style="list-style-type: none"> <li>• <b>Risk Assessment:</b> Tencent Cloud assesses asset value, the likelihood of risks in risk scenarios, and the severity of risk impacts, and calculates the risk levels accordingly.</li> <li>• <b>Risk Treatment:</b> Based on the results of risk analysis, Tencent Cloud adopts response strategies and corresponding mitigation measures for identified risks. For high-risk items, the risk owner shall develop a risk treatment plan (including risk transfer or risk reduction measures) and update the risk management register. For medium-risk items, the risk owner shall determine whether a risk treatment plan is required based on the actual environment. Low-risk items are deemed acceptable risks. Tencent Cloud conducts regular reviews of residual risks to monitor their status and risk values.</li> </ul> |
| 2.3                        | 1.2.7                                                     | Risk Monitoring and Review | Establish an effective process for continuously monitoring and reviewing IT risks to ensure they remain within the defined acceptable risk levels.                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2.4                        | 1.2.7                                                     | Risk Reporting             | Regularly and consistently report the level of IT risk and risk management outcomes to senior                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>• <b>Risk Monitoring, Review, and Reporting:</b> Tencent Cloud compiles the results of risk assessments, issues risk assessment</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Annex 3-IT risk management | No.                                                | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------|----------------------------------------------------|--------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                            | Annex- IT Risk Management Implementation Guideline |        |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                            |                                                    |        | management.         | <p>reports, and submits them to the management. It also maintains a risk management register to monitor changes in risk conditions and the status of risk treatment plans, and adjusts risk management plans in real time.</p> <p>In addition, Tencent Cloud defines Key Risk Indicators (KRIs), measures them regularly, compares them against acceptable risk criteria, analyzes the root causes of identified issues, and proposes improvement suggestions and plans.</p> |

## 5.5 Rules for Information Technology Risk Supervision - Annex 4 IT Compliance

| Annex 4-IT compliance | No.                                                | Domain                       | Summary of Controls                                                                                                                                                                                                                                                                                                                                                   | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------|----------------------------------------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | Annex- IT Risk Management Implementation Guideline |                              |                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2.1-2.3               | 1.2.8                                              | IT compliance implementation | <p>Establish a process for overseeing compliance with IT-related regulations:</p> <p>Identification and Assessment of Compliance Risks</p> <p>Cover laws and regulations related to information technology, The purpose is to prevent violations or non-compliance with laws and regulations issued by relevant supervisory authorities.</p> <p>Development of an</p> | <p>Customers shall establish processes and systems for compliance with information technology (IT)-related laws and regulations, identify applicable legal requirements and potential penalties for non-compliance, formulate annual compliance risk management plans, and conduct regular compliance reviews with monitoring and reporting of the results.</p> <p><b>In terms of compliance,</b> Tencent Cloud strictly adheres to the laws and regulations of the jurisdictions where it operates and has established security and compliance-related procedures to ensure that information security operations meet the requirements of relevant laws, regulations, standards, and processes. Tencent Cloud's legal team continuously identifies and</p> |

| No.<br>Annex 4-IT<br>compliance | Annex- IT Risk<br>Management<br>Implementation<br>Guideline | Domain | Summary of<br>Controls                                                                                                                                                                                                                                                       | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------|-------------------------------------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                 |                                                             |        | <p>Annual Compliance Risk Management Plan: The annual compliance program must include IT-related laws and regulations.</p> <p>Monitoring and Reporting of Compliance Review Results: Regularly and consistently report to the designated committee or senior management.</p> | <p>collects compliance requirements related to Tencent Cloud's business, compiles a corresponding list of laws and regulations, and maintains and updates it regularly.</p> <p><b>In terms of auditing and reviews,</b> Tencent Cloud's security team conducts internal security audits at least annually and continuously monitors the cloud platform and internal systems to ensure they maintain a sound security posture and comply with the provisions and requirements of relevant laws, regulations, and security management standards. In addition, Tencent Cloud undergoes professional audits by independent third parties on an annual basis and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports. The Cloud Platform Security Center regularly assesses and verifies compliance with security policies and processes, covering areas such as sensitive information leakage prevention, security vulnerability remediation, and security configuration.</p> |

## 5.6 Rules for Information Technology Risk Supervision - Annex 5 IT Audit



| Annex 4-IT compliance | No.<br>Annex- IT Risk Management Implementation Guideline | Domain              | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| 2.1-2.3               | 1.2.9                                                     | IT Audit Operations | <p>The scope of IT audits must cover all IT operations, processes, and systems, including the use of external services, connections, or data access from third parties, to ensure comprehensive identification and assessment of IT risks. The audit process must include, at a minimum, the following:</p> <p>Audit Planning:<br/>Audit plans must be aligned with the importance and risk level of IT usage within the institution. Significant IT activities must be audited at least once per year.</p> <p>Audits must also be conducted whenever a significant IT incident occurs.</p> <p>Audit Execution:<br/>Audits must be conducted at least annually, in accordance with the approved plan and</p> | <p>Customers shall formulate an information technology (IT) audit plan commensurate with the materiality and risk level of IT usage. They shall conduct audits at least annually in accordance with the audit plan and scope and additionally perform audits when major IT activities take place or significant IT incidents occur. Customers shall report audit results and track the rectification progress of issues identified in the audits.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud will provide dedicated personnel assistance based on actual circumstances and actively respond to and support the audit and supervision rights and interests of customers and Thailand's financial regulatory authorities with respect to Tencent Cloud.</p> <p>Tencent Cloud's security team continuously monitors and assesses internal security risks to ensure the effectiveness and reliability of the information security management system. The security team conducts internal security audits at least once a year and continuously monitors the cloud platform and internal systems to maintain a sound security posture and ensure compliance with the provisions and requirements of relevant laws, regulations and security management standards. In addition, Tencent Cloud undergoes professional audits by independent third parties on an annual basis and discloses its up-to-date internal control status of service</p> |

| No.<br>Annex 4-IT<br>compliance | Annex- IT Risk<br>Management<br>Implementation<br>Guideline | Domain | Summary of<br>Controls                                                                                                                                   | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                     |
|---------------------------------|-------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                 |                                                             |        | scope.                                                                                                                                                   | organizations to cloud user institutions,                                                                                                                                                                                                                                                                                    |
|                                 |                                                             |        | Audit Follow-up<br>and Reporting                                                                                                                         | independent auditors, regulatory<br>authorities, corporate shareholders and<br>other relevant stakeholders by                                                                                                                                                                                                                |
|                                 |                                                             |        | Audit findings and<br>required corrective<br>actions must be<br>summarized and<br>discussed with the<br>management of the<br>audited unit.               | providing attestation-based System and<br>Organization Controls (SOC) reports.<br>Specifically for the Thailand region,<br>Tencent Cloud has successfully passed<br>the IT compliance audit for the Thai<br>financial industry conducted by an<br>independent third party.                                                   |
|                                 |                                                             |        | A formal audit<br>report must be<br>prepared and<br>submitted to the<br>Audit Committee,<br>with relevant senior<br>management<br>informed.              | For non-conformities identified in<br>audits, Tencent Cloud will promptly<br>analyze the actual or potential causes<br>leading to such non-conformities,<br>assess the need and priority for<br>corrective and preventive actions, and<br>implement these actions upon obtaining<br>relevant approvals. The effectiveness of |
|                                 |                                                             |        | The institution must<br>track corrective<br>actions, and<br>regularly report key<br>findings and<br>improvement plans<br>to the Audit<br>Committee.      | the implemented corrective actions will<br>be continuously tracked and<br>documented.                                                                                                                                                                                                                                        |
|                                 |                                                             |        | All audit reports<br>must be retained by<br>the institution and<br>made available for<br>inspection or upon<br>request by the Bank<br>of Thailand (BOT). |                                                                                                                                                                                                                                                                                                                              |

## 5.7 Rules for Information Technology Risk Supervision - Annex-Third-Party Risk Management Implementation Guideline

### 5.7.1 Third-Party Risk Governance

| No. | Domain           | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6   | Audit and Review | <p>6.1 Financial institutions and specialized financial institutions should ensure that the Bank of Thailand (BOT), internal auditors, or external auditors appointed by the institution can audit relevant aspects of third-party services, connections, or data access related to the institution. In cases where audit rights for internal or external auditors cannot be explicitly included in contractual terms, institutions must ensure that the third party provides equivalent assurance through independent external audit reports.</p>                                                                                                                                                               | <p>Customers shall ensure that the Bank of Thailand, their internal audit departments, or third-party audit institutions are able to conduct audits on the external services they use or obtain equivalent audit reports from service providers as evidence. Customers conduct audits on material third parties at least once a year.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|     |                  | <p>6.2 Audits should be conducted in accordance with the scope, risk level, and significance of third-party engagements. Significant third-party relationships should be audited at least annually and whenever significant incidents occur. If an institution is unable to conduct direct audits due to constraints, it should implement alternative methods to sufficiently monitor the third party's operations and internal controls, commensurate with the risk level and significance. These may include using internationally recognized and independently verified audit reports from the third party. Such arrangements must be reviewed and approved by the board or designated senior management.</p> | <p>Tencent Cloud's Security Team continuously monitors and assesses internal security risks to ensure the effectiveness and reliability of the information security management system. The team conducts internal security audits at least once a year and continuously monitors the cloud platform and internal systems to maintain a sound security posture and ensure compliance with the provisions and requirements of relevant laws, regulations, and security management standards. In addition, Tencent Cloud undergoes professional audits by independent third parties on an annual basis and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports. Specifically for the Thailand region, Tencent Cloud has successfully passed the IT compliance audit for the Thai financial industry conducted by an independent third party.</p> <p>Tencent Cloud will provide dedicated personnel assistance based on actual circumstances and actively respond to and support the audit and supervision requirements of customers and Thailand's financial regulatory authorities with respect to Tencent Cloud.</p> |

### 5.7.2 Third-Party Risk Management

| No. | Domain                | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| 8   | Third-Party Selection | <p>8.1 Institutions should establish clear, documented procedures and criteria for evaluating and selecting third parties, supported by sufficient information to justify decisions regarding the use of services, connections, or data access, ensuring the selected third party aligns with the institution's operational objectives.</p> <p>8.2 Decisions to engage third parties involving significant risk or impact should be approved by the board of directors or designated senior management.</p> <p>8.3 Institutions should conduct due diligence on third parties, with the depth of assessment commensurate with the scope, risk level, and significance of the engagement. Consideration should include:</p> <ol style="list-style-type: none"> <li>(1) Financial standing, reputation, expertise, experience, and past service delivery capability</li> <li>(2) Governance and corporate culture.</li> <li>(3) Risk management, internal controls, internal audit, and performance monitoring mechanisms.</li> <li>(4) Information technology security practices.</li> <li>(5) Business continuity management and</li> </ol> | <p>Customers shall define clear procedures and criteria for assessing and selecting third-party services. Decisions on cooperation with third parties that entail high risks or material impacts shall be subject to management approval. In addition, customers shall conduct due diligence on third parties in accordance with the assessment criteria, with a focus on evaluating the third-party service providers in terms of commercial reputation, financial strength and resources, risk management framework and capabilities, IT security control measures, disaster recovery arrangements, compliance capabilities and track record, etc.</p> <p>Tencent Cloud designates dedicated personnel to actively respond to and cooperate with customers' due diligence activities. The following is an overview of Tencent Cloud's practices as a cloud service provider in responding to due diligence requirements across various aspects:</p> <ul style="list-style-type: none"> <li>• <b>Financial Status:</b></li> </ul> <p>As a flagship cloud computing brand built by Tencent Holdings Ltd., Tencent Cloud benefits from the Group's strong financial strength and sound financial standing. Since officially launching its cloud services in 2010, Tencent Cloud has achieved significant growth in key financial metrics such as revenue and profitability. For four consecutive years, Tencent Cloud has been recognized by Gartner, a world-leading industry research institution, ranking second among Chinese vendors in the strategic quadrant.</p> <ul style="list-style-type: none"> <li>• <b>Commercial Reputation:</b></li> </ul> <p>As the cloud computing arm of Tencent—a leading enterprise in China's internet industry—Tencent Cloud has obtained numerous professional certifications from industry bodies. It offers comprehensive cloud computing solutions and has partnered with over 11,000 collaborators to deliver more than 400 industry-</p> |

| No. | Domain | Summary of Controls                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|     |        | preparedness for incidents and crises.                                                                                                                                                   | specific solutions to enterprise customers across 30+ industries.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|     |        | (6) Compliance with relevant laws and regulations.                                                                                                                                       | <ul style="list-style-type: none"> <li> <b>Professional &amp; Technical Capabilities:</b> <p>Tencent Cloud demonstrates its comprehensive technical prowess as an industry leader through its robust cloud computing technologies, big data processing capabilities, artificial intelligence applications, cybersecurity protection, cloud-native technologies, global data center footprint, and industry solutions. These technical capabilities not only ensure the stability and reliability of Tencent Cloud services but also provide customers with a secure and trustworthy cloud computing environment. Tencent Cloud's sophisticated operational security capabilities also enable it to offer 24/7 technical support for its cloud products.</p> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                |
|     |        | (7) Adherence to international IT standards.                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|     |        | (8) External factors affecting service delivery — e.g., political situation, economic conditions, legal restrictions in the country where the third party is based or operates           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|     |        | (9) Use of open technologies to ensure interoperability, reduce dependency, and facilitate migration or technology changes, including the ability to bring systems or data back in-house | <ul style="list-style-type: none"> <li> <b>Track Record &amp; Service Capabilities:</b> <p>Tencent Cloud can customize solutions to meet customers' specific needs and flexibly adapt to different corporate cultures and strategies. We have tailored a diverse range of solutions for numerous financial institutions and provide financial enterprises with a systematic "Technology Platform + Security Experts" service solution, which effectively addresses security challenges, enhances security protection capabilities, and satisfies security and compliance requirements.</p> </li> <li> <b>Governance Structure &amp; Corporate Culture:</b> <p>With the mission of "Strengthening enterprises' digital security resilience and enabling resilient development in the digital era", Tencent Cloud is committed to improving its cloud security system, building security and compliance capabilities, and formulating cloud security standards. It has established a Security Technology Committee and specialized security teams across various functions and domains, bringing together an expert service team with extensive industry</p> </li> </ul> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|     |        |                     | <p>experience to deliver safe, reliable, professional, and compliant products and services to customers.</p> <ul style="list-style-type: none"> <li> <b>Risk Management:</b> <p>Tencent Cloud has formulated a risk governance framework and related procedures and continuously improves its risk management measures and internal monitoring system. By consistently enhancing risk culture development, Tencent Cloud effectively strengthens its internal risk management capabilities to ensure the healthy and sustainable development of its business.</p> </li> <li> <b>Internal Control &amp; Internal Audit:</b> <p>Tencent Cloud conducts regular security testing, risk assessments, and internal audits on its information systems to ensure that its security defense capabilities remain at an appropriate level and comply with the provisions and requirements of relevant security management standards. Tencent Cloud's security team performs internal security audits at least once a year and continuously monitors the cloud platform and internal systems to maintain a sound security posture and ensure compliance with applicable laws, regulations, and security management standards.</p> </li> <li> <b>IT Security Assurance:</b> <p>Tencent Cloud designs its cybersecurity architecture with reference to industry's best practices, dividing security domains based on business functions and security risks, and implementing physical or logical isolation between different security domains. It ensures the security of office networks, development networks, testing networks, and production networks through measures such as access control and perimeter protection. Tencent Cloud employs multiple defense mechanisms including firewalls, Intrusion Detection/Prevention Systems (IDS/IPS), DDoS protection, and web security</p> </li> </ul> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|     |        |                     | <p>protection to promptly detect, filter, and block malicious network traffic, safeguarding its network security. Meanwhile, Tencent Cloud provides security mechanisms such as virtualization control layer resource access control policies, isolation policies between private networks within the cloud platform, web console permission assignment and identity authentication, and interface session IDs and access keys. These mechanisms ensure that each customer can only access the cloud computing resources they have purchased, effectively achieving access isolation between multiple tenants.</p> <ul style="list-style-type: none"> <li> <b>Business Continuity Management:</b> <p>Tencent Cloud has obtained the international standard certification of ISO/IEC 22301 Business Continuity Management System. To ensure the continuous availability of customers' businesses, Tencent Cloud has formulated detailed disaster recovery plans for its cloud products and conducts regular drills in strict accordance with requirements to verify the timeliness and feasibility of these plans.</p> </li> <li> <b>Compliance with Laws, Regulations &amp; National Standards:</b> <p>Tencent Cloud strictly complies with the laws and regulations of the jurisdictions where it operates. Through independent third-party audits and assessments, it has obtained numerous security and privacy compliance certifications and qualifications, including ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, ISO 22301, NIST CSF, and SOC. These certifications demonstrate that Tencent Cloud's security and privacy protection capabilities meet relevant certification standards and industry best practices. Tencent Cloud also undergoes regular audits by professional third-party audit institutions every year.</p> </li> <li> <b>External Factors Arising from the</b> </li> </ul> |

| No. | Domain                                | Summary of Controls                                                                                                                                                                                                                                                                                 | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|     |                                       |                                                                                                                                                                                                                                                                                                     | <p><b>Service Provider's Country of Origin:</b></p> <p>Tencent Cloud's infrastructure is deployed across multiple locations worldwide, consisting of Regions and Availability Zones (AZs). Each Region is an independent geographic area, and each Availability Zone is an independent fault domain with physical isolation from other AZs. Based on business development needs and data security requirements, customers can flexibly deploy their data and systems in different Regions or Availability Zones to meet business disaster recovery requirements. As of 2026, Tencent Cloud has deployed three data centers in Thailand, offering a range of cloud computing services including cloud servers, cloud databases, and CDN. Customers can choose to store and process their data locally in Thailand.</p> <p>• <b>Interoperability:</b></p> <p>If customers need to terminate the contract due to business changes or future IT planning, they can back up and migrate their cloud data and production environments at any time. Tencent Cloud's cloud products support customers in backing up and migrating data in universal standard formats. Customers can use the same transmission methods and protocols as those adopted during cloud migration, or leverage network service products such as <a href="#">Direct Connect (DC)</a> and <a href="#">VPN Connection</a>, ensuring the secure and reliable migration of their data during cloud exit.</p> |
| 9   | Contract or Agreement for Third-Party | <p>9.1 Institutions must execute formal written contracts or agreements for any third-party services, connections, or data access and retain copies at the institution for enforceability under law.</p> <p>9.2 Contracts or agreements with third parties should clearly specify key terms and</p> | <p>Customers shall enter into outsourcing agreements with service providers. Such agreements cover the scope of outsourcing arrangements, rights and obligations of both parties, service standards, business continuity, reporting of major incidents, monitoring and control mechanisms, reviews, notification of adverse events, dispute resolution, termination for breach and early termination, governing law, and other relevant contents, and shall ensure the</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |



| No. | Domain                                   | Summary of Controls                                                                                                                                                                                                                                                                                                                                                           | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|     |                                          | conditions, tailored to the scope, risk level, and significance of the engagement.                                                                                                                                                                                                                                                                                            | <p>legality and enforceability of the agreements.</p> <p>Tencent Cloud makes available online legal documents such as the <a href="#">Terms of Service</a>, <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a> on its official international website. These documents clearly define the scope and service levels of the services provided by Tencent Cloud, the protection of user data and intellectual property rights, the security responsibilities and obligations of both customers and Tencent Cloud, as well as the service term and scenarios for agreement termination. Meanwhile, customers may opt to sign customized agreements with Tencent Cloud to negotiate and modify specific terms and details of the agreements, to create a customized agreement that complies with regulatory requirements and can be approved by the customers' internal procurement/legal departments.</p> |
| 10  | Monitoring<br>Third-Party<br>Performance | 10.1 Institutions should assign responsibility and continuously monitor third-party performance, considering the scope, risk level, and significance of the engagement.                                                                                                                                                                                                       | Customers shall continuously monitor the performance of third-party service providers in fulfilling their contractual obligations and require such providers to promptly report any abnormal incidents occurring during their operations. In addition, customers shall conduct a reassessment of existing third-party cooperation arrangements either prior to contract renewal or at predefined intervals (at least once a year).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|     |                                          | 10.2 Institutions should require third-party to promptly report any operational incidents or anomalies relevant to the engagement so that the institution can assess potential impacts. If the incident is assessed to have a significant impact on the institution's operations, the institution should actively participate in incident response and remediation decisions. | To meet customers' third-party oversight requirements, Tencent Cloud will, in accordance with actual circumstances as well as the terms and agreements with customers, cooperate with customers in third-party security audits and supervision, provide dedicated personnel support, and actively respond to and facilitate audit activities initiated by customers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|     |                                          | 10.3 Institutions should                                                                                                                                                                                                                                                                                                                                                      | The cloud services provided by Tencent Cloud to customers are delivered in accordance with the Service Level Agreement (SLA) stipulated for each service. The performance indicators, measurement standards and reporting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|     |                                          |                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| No. | Domain                                                  | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                 | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|     |                                                         | periodically review due diligence findings, performance evaluations, and risk assessments of third-party engagements, particularly regarding IT security effectiveness and regulatory compliance—before contract renewal and at intervals defined by the institution. For significant third-party relationships, such reviews should occur at least annually and the results reported to the board or designated senior management. | <p>requirements for each service are clearly specified in the respective product SLA and published on Tencent Cloud's official website. Tencent Cloud continuously tracks the performance and availability of its cloud services and provides customers with real-time monitoring through the management console.</p> <p>In addition, Tencent Cloud has currently obtained several security and privacy compliance certifications and qualifications through independent third-party audits or assessments. By providing System and Organization Controls (SOC) reports with assurance properties, Tencent Cloud discloses the latest internal control status of its service organization to cloud user institutions, independent auditors, regulatory authorities, company shareholders and other relevant stakeholders.</p> <p>For security incidents that may affect customers, Tencent Cloud will, based on the scope and severity of the information security incident and following internal review, notify customers of the handling and analysis results of the incident through appropriate means, and provide corresponding technical support to assist customers in taking remedial measures to minimize losses.</p> |
| 11  | Cancellation and Termination of Contracts or Agreements | 11.1 Establish standards or procedures for the cancellation and termination of contracts or agreements, providing a framework for such actions, with due consideration for service continuity and information technology (IT) security. These standards or procedures should cover the roles and responsibilities of committees and relevant departments, as well as internal processes and                                         | <p>Customers shall establish procedures for the cancellation or termination of contracts or agreements and define clear exit strategies and exit plans to ensure business availability throughout the cancellation or termination process.</p> <p>If customers need to terminate the contract or agreement due to business changes or future IT planning, they may back up and migrate their cloud data and production environments at any time. In accordance with the service agreement entered between Tencent Cloud and the customer, in the event of cloud service expiration or termination, the customer shall complete the</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| No.  | Domain                       | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|      |                              | controls.                                                                                                                                                                                                                                                                                                                                                                                                                                                | migration of data stored in the cloud servers in connection with its use of Tencent Cloud services before the expiration of the data retention period.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|      |                              | 11.2 When considering the cancellation or termination of a contract or agreement, financial institutions and specialized financial institutions should assess the potential impacts and risks, follow established standards or procedures for contract termination, and develop a clear exit strategy and exit plan. This ensures that the cancellation or termination is conducted effectively and that preparedness for potential impacts is in place. | In addition, Tencent Cloud's cloud products support customers in backing up and migrating data in universal standard formats. Customers may adopt the same transmission methods and protocols used during cloud migration, or leverage network service products such as <a href="#">Direct Connect (DC)</a> and <a href="#">VPN Connection</a> , to ensure the security and reliability of their data during the cloud exit phase. Upon termination of the cloud services, Tencent Cloud adopts rigorous data erasure methods to completely delete all customer data (including copies and backups) after the expiration of the retention period, with no possibility of recovery for the deleted data.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 12.1 | IT Asset Registration System | Assign responsibility to a specific department for establishing and maintaining a register of third-party services, connections, or data access, and a register of related IT assets. This enables the institution to clearly identify risks and manage IT assets securely and promptly                                                                                                                                                                  | <p>Customers shall maintain an asset inventory covering external services, connections, data access, and associated information assets. They shall also establish an information asset management mechanism to identify, classify and grade assets, define asset ownership, and implement security management for assets based on their respective grades. The asset inventory shall be reviewed regularly and updated promptly in the event of any changes.</p> <p>To assist customers in conducting comprehensive information asset management, Tencent Cloud provides <a href="#">Cloud Workload Protection Platform (CWPP)</a>, which supports automated collection of asset fingerprints and centralized management of asset fingerprint data such as accounts, ports, processes, and applications. CWPP can also conduct rapid investigations into the risk impact scope of security incidents based on asset fingerprints, helping customers enhance server security. Customers may also adopt Tencent Cloud's one-stop security management platform, <a href="#">Cloud Security Center (CSC)</a>, for information asset security management. CSC incorporates an Asset Security Center module, which enables</p> |

| No.  | Domain               | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|      |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>customers to achieve automated and dynamic inventory of cloud-based assets (including Cloud Virtual Machines, Object Storage, Cloud Databases, Load Balancers, etc.). It also provides unified management of asset security risks through multiple security dimensions such as cloud configuration risks, vulnerabilities, and security incidents, thereby reducing the risk of cloud-based shadow IT.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated information asset management specifications and a full-lifecycle management process, implementing classified and graded management and protection for assets such as electronic data, hardware and its virtual devices, infrastructure, application systems, and software. Tencent Cloud leverages an asset management system to manage hardware devices and software components, covering asset registration and binding, asset inventory and information updates, asset decommissioning and replacement, etc. This ensures the stable operation of the underlying cloud platform systems and provides reliable support for business systems.</p> |
| 12.2 | Information Security | <p>(1) Ensure data under third-party custody complies with the institution's policies and standards, aligned with international standards based on data classification levels. This applies to data at endpoints, in transit, and at rest (including backup media).</p> <p>(2) Manage encryption keys independently, with full control throughout the entire cryptographic key lifecycle (creation, storage, usage, backup, revocation, renewal).</p> <p>(3) Generate encryption keys</p> | <p>Customers shall establish a data security protection mechanism to ensure that data entrusted to external institutions is classified according to its sensitivity and importance levels in line with the customers' internal data security policies. They shall implement data protection measures based on different data levels and adopt trusted, internationally recognized encryption standards to safeguard the confidentiality and integrity of the data. In addition, customers shall exercise strict control over the entire lifecycle of cryptographic keys. If customers adopt encryption keys provided by external institutions, they must ensure the security of such externally supplied keys.</p> <p><b>In terms of data classification and grading, the <a href="#">Data Security Governance Center (DSGC)</a> can</b></p>                                                                                                                                                                                                                                                                                                                    |

| No. | Domain | Summary of Controls                                                                                                                                                                                              | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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|     |        | independently. If self-generation is not possible, the institution must ensure that the third party does not share encryption keys with other users and must understand the third party's key management system. | assist customers in automatically sorting out data assets, conducting classification, grading and security risk assessment of enterprises' cloud-based data. With the authorization of the enterprise, DSGC can deeply integrate with different types of cloud-based data assets to obtain real-time data asset information at the kernel level. Based on data characteristics, it can help enterprises identify sensitive data in a targeted manner and sort out data assets from a security perspective.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|     |        | (4) Store encryption keys in secure devices (e.g., Hardware Security Module - HSM) and protect HSMs by placing them in secure network zones with restricted connections to unrelated systems.                    | <b>In terms of data storage protection</b> , a variety of Tencent Cloud's storage and database products support data encryption functions, employing secure and high-strength encryption algorithms. They integrate the <a href="#">Key Management Service (KMS)</a> to achieve full-lifecycle key management, ensuring data confidentiality.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|     |        | (5) Audit encryption management practices, covering vulnerability and risk assessments, ensuring alignment with internationally accepted standards.                                                              | <b>In terms of data transmission protection</b> , all communications between customers and the Tencent Cloud console are encrypted and protected by the HTTPS security protocol. The cloud API interfaces provided by Tencent Cloud's products also feature security capabilities such as HTTPS encryption, signature verification and status monitoring, delivering port-level communication security guarantees for customers' businesses.<br><br><b>To assist customers in protecting the confidentiality</b> , integrity and availability of cryptographic keys, customers can utilize the <a href="#">Key Management Service (KMS)</a> . KMS enables customers to easily create and manage keys, meeting their key management needs across multiple applications and businesses while complying with regulatory and compliance requirements. The KMS generates and protects keys based on hardware security modules (HSMs) certified to FIPS 140-2 standards. It adopts secure data transmission protocols, employs multi-data-center distributed cluster deployment and hot backup, and the underlying |

| No.  | Domain         | Summary of Controls                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|      |                |                                                                                                                            | <p>HSM devices are deployed with cold backup in dual data centers, ensuring high availability of the KMS.</p> <p>To ensure the security of ciphertext and reduce the risk of key compromise or abuse, KMS supports regular key rotation. After key rotation, it remains compatible with ciphertext encrypted using the previous keys, without any impact on customers' business operations. KMS adopts secure and reliable methods to delete invalid, revoked or compromised keys. Deleted keys cannot be recovered, and data encrypted with such keys can no longer be decrypted. The communication and stored data of financial institutions are of high value and confidentiality. Through envelope encryption, KMS provides encryption services as well as key protection and permission management for protocol communication content, important documents and materials, meeting security and compliance requirements. The process of key transmission and distribution is encrypted and protected with TLS v1.2 enabled to prevent man-in-the-middle hijacking and theft.</p> <p><b>For the management of internal encryption keys of Tencent Cloud</b>, Tencent Cloud has formulated encryption and key management standards, regulating the processes of key application, generation, storage, use, transmission, update and destruction to ensure the confidentiality, integrity and availability of keys.</p> <p>For more information-on-information security, please refer to the provisions of “<b>2. Information Security</b>” in Chapter 5.3 “<b>5.3 Rules for Information Technology Risk Supervision - Annex 2 IT Security Management</b>” of this Guide.</p> |
| 12.3 | Access Control | (1) Establish clear, documented processes for managing and controlling access rights to systems and data, in line with the | Customers shall establish identity authentication and access control mechanisms for data and information technology systems to regulate access to information assets, control the access permissions of external personnel, review and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|     |        | <p>institution's IT security policy and internationally accepted standards.</p> <p>(2) Clearly define roles, responsibilities, and accountability for system users and privileged users.</p> <p>(3) Control third-party access by limiting rights to roles and operational necessity, with formal approval, ensuring no single individual can complete an entire process.</p> <p>(4) Monitor the use of highly privileged accounts and regularly review access rights and usage to ensure compliance with scope and necessity.</p> <p>(5) Implement robust user identification and authentication methods, consistent with institutional policies or internationally accepted standards.</p> <p>(6) For third-party remote access to institutional systems, the institution should establish a secure remote-access management process.</p> <p>(7) Require third parties to maintain access logs, activity logs, and audit logs for the legally required period, with regular reviews to ensure compliance with the institution's security standards.</p> | <p>update permissions on a regular basis, and strengthen the security management of privileged user accounts through the use of multi-factor authentication and monitoring mechanisms. In addition, customers shall establish secure remote access management mechanisms.</p> <p><b>In terms of user account and authorization management, <u>Cloud Access Management (CAM)</u> can help customers securely and granularly manage access to Tencent Cloud products and resources.</b></p> <p>Internally, Tencent Cloud has formulated authorization policies for access control and a separation-of-duties matrix mechanism. Tencent Cloud uses a zero-trust security management system to authenticate employee access, requiring users to complete two-factor authentication through the system before accessing internal resources. Tencent Cloud strictly adheres to the principle of least privilege, granting permissions to employees only based on job responsibilities and business necessities. Regular permission reviews are conducted to prevent permission misuse and abuse.</p> <p><b>For users with high-level permissions,</b> Tencent Cloud provides <u>Bastion Host (BH)</u>, which supports fine-grained authorization based on dimensions such as users, assets, accounts, and operation permissions, ensuring that the permissions held by users are the minimum required for them to access assets and complete work tasks.</p> <p>Bastion Host has been fully deployed in Tencent Cloud's production environment, enabling centralized control over the administrator account permissions of back-end system components. Internal operation and maintenance (O&amp;M) personnel must obtain authorization approval to access the Bastion Host, and only specific internal O&amp;M personnel are allowed such access. Two-factor authentication is required for logging into</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|     |        |                     | <p>the Bastion Host.</p> <p><b>In terms of account security monitoring,</b> customers can use <b>CloudAudit</b> to view and track employee operation records. CloudAudit supports online viewing of operation records from the Tencent Cloud console and cloud APIs within the most recent 90 days. Tencent Cloud's <b><u>Bastion Host (BH)</u></b> also offers operation auditing capabilities, which record and analyze user operation logs to ensure effective traceability of security incidents.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud implements real-time security monitoring of the login status of employee accounts. Upon detection of any abnormal login activity, the IT security system will immediately contact the account owner for verification and handling, with detailed records kept of the relevant incident. Bastion Host has been fully deployed in Tencent Cloud's production environment; all sensitive operations in the production environment must be performed via real-time login access through the Bastion Host. Login logs and operation logs are uniformly collected and stored in encrypted form on Tencent Cloud's log management platform. These logs are audited by O&amp;M security automation audit tools and the internal audit team to detect system or operational anomalies, thereby preventing operational risks.</p> <p><b>In terms of remote access,</b> to facilitate customers in securely and quickly accessing cloud-based business systems at any time, from any location, and via any mainstream terminal, Tencent Cloud supports SSL VPN remote access technology. SSL VPN protects the security of data transmitted over the Internet through encryption and supports appropriate access control measures to reduce the occurrence of unauthorized access. Customers can also use <b><u>VPN Connection</u></b> to achieve connectivity between their local data centers and resources hosted on Tencent Cloud. The VPN</p> |



| No.  | Domain                  | Summary of Controls                                                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |                         |                                                                                                                                                                                    | <p>tunnel encrypts transmitted data using the Internet Key Exchange (IKE) protocol and IPsec, establishing a secure and trusted data tunnel over the Internet to safeguard data security during transmission. The VPN gateway features high reliability, with an underlying active-active backup architecture to ensure uninterrupted communication sessions without any perceptible impact on upper-layer applications.</p> <p>Tencent Cloud has established internal procedures for managing employee remote access. Employees may only use trusted devices registered on Tencent Cloud to remotely access Tencent Cloud's office network and daily office systems via encrypted communication channels. Tencent Cloud maintains remote access logs to record user operation behaviors. Meanwhile, Tencent Cloud's internal office network is completely isolated from the production environment where customer data is stored. When Tencent Cloud employees obtain customer consent and authorization to access customer information assets, they must access the production environment where customer data resides through a bastion host with two-factor authentication, and all back-end O&amp;M operation records are centrally stored on the log platform, with regular reviews conducted by Tencent Cloud's internal audit team.</p> <p>For more information on access control, please refer to the provisions of “3.1、3.2 Access Control” in Chapter 5.3 “<a href="#">5.3 Rules for Information Technology RiskSupervision - Annex 2 IT Security Management</a>” of this Guide.</p> |
| 12.4 | Communications Security | (1) The security of data transmission through communication networks with external parties must comply with the institution's Information Technology Security Policy and generally | Customers shall formulate and implement procedures for communication networks to prevent insecure network connections, deploy necessary network security measures or devices, ensure the security of data transmitted with external institutions over communication networks, and promptly monitor network security                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                          | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |        | accepted international standards.                                                                                                                                                                                                                                                                                                            | threats and intrusions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|     |        | (2) External parties must maintain systems or processes to screen traffic transmitted through the network, detect, alert, and automatically and continuously block intrusions or counter attacks on the network, appropriate to the scope, risk level and significance of the service used, connection or data access from external parties. | <p><b>In terms of network communication security,</b> all communications between customers and the Tencent Cloud console are encrypted and protected by the HTTPS security protocol. The cloud API interfaces provided by Tencent Cloud's products are equipped with security capabilities such as HTTPS encryption, signature verification, and status monitoring, delivering port-level communication security guarantees for customers' businesses. <a href="#">Direct Connect (DC)</a> can also provide customers with exclusive, high-security large-bandwidth network connections, allowing customers to occupy dedicated network links and reduce the risk of data leakage. In addition, customers can use <a href="#">Cloud Connect Network (CCN)</a> to achieve secure intranet connectivity between cloud-based Virtual Private Clouds (VPCs) as well as between VPCs and local Internet Data Centers (IDCs).</p> <p><b>To meet network zoning requirements,</b> customers can leverage Tencent Cloud's <a href="#">Virtual Private Cloud (VPC)</a> service to build multiple independent network spaces for their purchased cloud platform resources, with support for custom segment division, IP address allocation, custom routing policies, etc.</p> <p><b>For network perimeter protection,</b> Tencent Cloud provides customers with the <a href="#">EdgeOne (EO)</a> platform, which delivers security protection and acceleration services based on Tencent's global edge nodes. It features capabilities including DDoS protection, intelligent web protection, BOT/crawler attack protection, and DNS resolution, while also supporting customers to configure custom access control rules based on business needs. <a href="#">Cloud Firewall (CFW)</a> is primarily designed to protect different network perimeters for customers, supporting active firewall ACL management, real-time IPS interception, virtual patching, and malicious code detection. It can meet the DMZ zone requirements</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----|--------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |        |                     | <p>in traditional networks, prioritize protection for core assets, and implement fine-grained isolation and control between VPCs. <a href="#">Web Application Firewall (WAF)</a> can address security protection issues for websites and web services such as web attacks, intrusions, vulnerability exploitation, malicious code implantation, content tampering, backdoor infiltration, and crawling. <a href="#">Anti-DDoS</a> utilizes abundant and high-quality DDoS protection resources combined with continuously evolving proprietary and AI-driven detection algorithms to counter DDoS attacks.</p> <p><b>For multi-tenant isolation,</b> Tencent Cloud provides security mechanisms including virtualization control layer access control policies, isolation policies between private networks within the cloud platform, web console permission assignment and identity authentication, and interface session IDs and access keys. These mechanisms ensure that each user can only access the cloud computing resources they have purchased, effectively achieving access isolation between multiple tenants.</p> <p><b>In terms of network security control and management,</b> Tencent Cloud has deployed a mature network security architecture, employing multiple defense mechanisms such as firewalls, Intrusion Detection/Prevention Systems (IDS/IPS), DDoS protection, network logical isolation, and web application security to promptly detect, filter, and block malicious network traffic, thereby protecting Tencent Cloud's network security. Tencent Cloud has also configured internal network monitoring systems to monitor and issue alerts for network devices such as routers, firewalls, and network servers. In addition, Tencent Cloud has implemented multiple measures including access control and approval workflows to strictly prohibit unauthorized personnel from accessing internal network resources, including network analysis</p> |

| No.  | Domain            | Summary of Controls                                                                                                                                                                                                                                                                                           | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |                   |                                                                                                                                                                                                                                                                                                               | and monitoring tools.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|      |                   |                                                                                                                                                                                                                                                                                                               | For more information on communication security, please refer to the provisions of “ <b>5. Communication Security</b> ” in Chapter 5.3 “ <b>5.3 Rules for Information Technology Risk Supervision-Annex 2 IT Security Management</b> ” of this Guide.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|      |                   |                                                                                                                                                                                                                                                                                                               | Customers shall establish change management procedures with external institutions, ensuring that any changes to information assets undergo assessment, testing, review and approval prior to implementation. They shall also require external institutions to notify them of any changes that may affect their business operations within the agreed timeframe.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12.5 | Change Management | <p>(1) Establish joint change management processes with third parties to assess impacts and prepare responses.</p> <p>(2) Require third parties to notify the institution in advance of any IT changes that may impact services or operations, allowing the institution to prepare mitigation strategies.</p> | <p>Tencent Cloud has established a set of management standards governing product changes and configuration changes, clearly defining each step in the change process as well as the corresponding responsible parties to ensure that all changes undergo appropriate review, approval and testing before implementation.</p> <p>Tencent Cloud's change release system mandates that change operations can only be performed by authorized personnel, retain logs related to changes, and conducts regular audits of such logs. After a change is released, Tencent Cloud operations team monitors the change status in the production environment and documents the results. In addition, Tencent Cloud classifies change requests by impact level based on attributes such as the importance/urgency of the O&amp;M request and the scope of the change. For change requests involving products, infrastructure or network configurations that may affect the external environment, Tencent Cloud will notify customers via announcements, emails, the Tencent Cloud official website console and/or other appropriate channels.</p> <p>For more information on change management, please refer to the provisions of “<b>6.8 Change</b>”</p> |

| No.  | Domain                          | Summary of Controls                                                                                                                                                            | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|      |                                 |                                                                                                                                                                                | <p><b>Management</b>" in Chapter 5.3 "<a href="#">5.3 Rules for Information Technology Risk Supervision - Annex 2 IT Security Management</a>" of this Guide.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 12.6 | System Configuration Management | <p>When third-party are responsible for system configuration changes, the institution should define secure configuration standards in line with its IT security standards.</p> | <p>Customers shall ensure that when external institutions are responsible for system configuration changes, they themselves have established security configuration standards and set up relevant processes to verify deviations between the system configurations and the security standards.</p> <p><a href="#">Cloud Security Center (CSC)</a> provides automated inspection and assessment functions for cloud product configuration risks, helping customers mitigate security risks arising from incorrect security configurations in cloud product usage and improve the overall security level of their cloud environments. Meanwhile, customers can adopt the <a href="#">Config</a> service to automatically discover various cloud resources under their accounts across different regions, continuously record their configuration information and configuration changes, and conduct ongoing compliance assessments of cloud resource configurations under enterprise accounts based on Tencent Cloud best practice rules and compliance package templates.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established a set of network security configuration standards and security baseline standards, which are designed to standardize the management of security configurations for network devices, firewalls, host server operating systems, databases, and application systems. Tencent Cloud continuously detects deviations between the configurations of operating systems, database management systems, and virtual images against the standards by using scanning tools. For identified deviations, Tencent Cloud automatically generates security work orders and sends them to the responsible</p> |

| No.  | Domain              | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|      |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>teams for timely rectification.</p> <p>For more information on system configuration management, please refer to the provisions of “<b>6.9 System Configuration Management</b>” in Chapter 5.3 “<b>5.3 Rules for Information Technology Risk Supervision - Annex 2 IT Security Management</b>” of this Guide.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12.7 | Capacity Management | <p>(1) Continuously monitor and assess the adequacy and performance of IT resources used in third-party services, connections, or data access. Regularly report findings to the board or senior management to ensure ongoing service readiness and timely risk mitigation.</p> <p>(2) Define IT resource usage thresholds and triggers, establish reporting and alerting processes for anomalies, and define internal/external coordination procedures for service disruptions, commensurate with service risk and importance.</p> | <p>Customers shall continuously monitor the usage of IT system resources for external services, set performance and capacity thresholds, and implement necessary processes to manage situations where the preset thresholds are exceeded.</p> <p>To monitor and manage system performance, customers can leverage <a href="#">Tencent Cloud Observability Platform (TCOP)</a>. This service provides real-time monitoring, analysis, and alerting capabilities for cloud products and cloud resources, helping customers keep track of cloud product resource utilization rates, application performance, and cloud product operating status in real time. It also supports configuring alerts for metrics and can promptly notify customers of business anomalies through message push and other methods in accordance with the configured alert rules.</p> <p>Tencent Cloud conducts capacity demand forecasting based on business operation requirements and formulates an annual capacity management plan. An internal capacity monitoring platform is used by capacity management personnel to monitor capacity usage, track capacity utilization status in real time, and identify capacity usage trends.</p> <p>For more information on capacity management, please refer to the provisions of “<b>6.1 Capacity Management</b>” in Chapter 5.3 “<b>5.3 Rules for Information Technology Risk Supervision - Annex 2 IT Security Management</b>” of this Guide.</p> |

| No.  | Domain  | Summary of Controls                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| 12.8 | Logging | Ensure third parties maintain complete, sufficient, and secure event logs for the institution to trace user access and system usage, and as electronic transaction evidence as required by law. | <p>Customers shall establish a log management mechanism to ensure that external institutions collect, process and analyze system logs, and identify suspicious or abnormal activities.</p> <p>Tencent Cloud provides <a href="#">Cloud Log Service (CLS)</a> to assist users in addressing issues related to business operations, security monitoring, log auditing, log analysis and more. Tencent Cloud CLS adopts a highly available distributed architecture design, with multi-redundancy backup storage for log data to prevent data unavailability caused by single-node service downtime. It delivers high availability services and provides stable and reliable service guarantees for log data. With <a href="#">CloudAudit</a>, users can record logs, continuously monitor and retain account activities associated with operations across the entire Tencent Cloud infrastructure. Customers can leverage the <a href="#">Elasticsearch Service (ES)</a> to aggregate and transmit real-time logs from cloud servers, containers and other cloud products, as well as historical and incremental business data of their operations, to Tencent Cloud ES clusters for distributed data storage, query and analysis.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud centrally collects and manages various types of logs—including login logs, operation logs, system routine logs and system security event logs—on its log management platform. It also implements backup and stringent protection measures for relevant log information to prevent unauthorized modification and deletion. Tencent Cloud conducts log audits through O&amp;M security automation audit tools and its internal audit team to detect system or operational anomalies, thereby mitigating operational risks.</p> <p>For more information on log recording, please refer to the provisions of “6.4 Log Recording” in Chapter 5.3 “<a href="#">5.3 Rules for Information Technology Risk Supervision - Annex 2 IT</a>”</p> |

| No.  | Domain              | Summary of Controls                                                                                                                                                                                                                                                                                                                  | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|      |                     |                                                                                                                                                                                                                                                                                                                                      | <u>Security Management</u> ” of this Guide.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12.9 | Security Monitoring | <p>(1) Ensure third parties conduct rigorous, continuous system monitoring and threat surveillance, especially for significant systems, with detection of abnormal events at system, network, and application levels.</p> <p>(2) Analyze logs from systems/services connected to third parties to prevent and detect intrusions.</p> | <p>Customers shall ensure that external institutions establish cybersecurity situational awareness capabilities to monitor emerging threats, detect abnormal incidents and threats affecting critical systems, and thereby ensure timely detection, prevention and response.</p> <p>To support customers in threat detection and analysis, the <u>Threat Intelligence X (TIX)</u> provides three core intelligence capabilities: basic intelligence, attack surface intelligence, and business intelligence. It supports functions such as intelligence query, Indicator of Compromise (IOC) analysis and research, and attack surface management, enabling customers to more efficiently analyze and assess security incidents and conduct a more comprehensive evaluation of the risk exposure of enterprise assets. The Threat Intelligence X can also be integrated with customers' existing security protection products through an integration-enabled approach, synchronizing cloud-based intelligence data to enhance overall security operation and threat response efficiency.</p> <p>Empowered by the Threat Intelligence X, Tencent Cloud is committed to building a proactive defense security capability system of “Intelligence - Offense and Defense - Management - Planning”. By integrating technologies such as threat intelligence, artificial intelligence and big data, Tencent Cloud enhances the response capability and efficiency for security incidents. It has also established a 24/7 Security Operations Center (SOC) focused on threat detection, investigation and response, achieving the visibility, transparency and controllability of security postures.</p> <p>For more information on security monitoring, please refer to the provisions of “6.5 Security Monitoring” in Chapter 5.3 “5.3 Rules for <u>Information Technology Risk Supervision</u> -</p> |



| No.   | Domain                                           | Summary of Controls                                                                                                                                                                                                                                                                                                                     | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 12.10 | Vulnerability Management and Penetration Testing | <p>(1) Ensure third parties conduct vulnerability management and penetration testing in accordance with internationally accepted standards and the institution's policies.</p> <p>(2) Review the scope and results of third-party penetration tests to ensure full coverage of all systems used by the institution and key threats.</p> | <p><u>Annex 2 IT Security Management</u>" of this Guide.</p> <p>Customers shall ensure that external institutions conduct regular vulnerability assessments and penetration tests to identify security vulnerabilities and evaluate their cybersecurity defense capabilities.</p> <p><u>Vulnerability Scan Service (VSS)</u> leverages Tencent's years of accumulated security experience and threat intelligence to build a comprehensive and robust vulnerability rule database. Equipped with professional and efficient detection capabilities for 0Day/1Day/NDay vulnerabilities, it can perform regular security scans, continuous risk alerts, and vulnerability detection on customers' assets in terms of availability, security, and compliance. It provides customers with professional recommendations to mitigate security risks.</p> <p><u>Penetration Testing Service (PTS)</u> fully simulates the attack techniques and vulnerability discovery methods that hackers may employ. It adopts controlled and non-destructive methods and means to conduct in-depth probing of the target system's security, identifies weaknesses existing in target systems and network devices, and provides security hardening suggestions to help customers enhance system security.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud regularly generates scan tasks through its vulnerability scanning system to conduct vulnerability scans on assets in the cloud environment, and performs analysis, classification, and remediation of detected vulnerabilities. Tencent Cloud's security team conducts regular full-link large-scale penetration tests and flexibly carries out targeted penetration tests when new products are launched or major changes are implemented. In addition, Tencent Cloud regularly conducts red team-blue team exercises to simulate real-world cyberattack</p> |
|       |                                                  |                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| No.   | Domain      | Summary of Controls                                                                                                                                          | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |             |                                                                                                                                                              | <p>defense scenarios.</p> <p>For more information on vulnerability management and penetration testing, please refer to the provisions of “<b>6.6 Vulnerability Management &amp; 6.7 Penetration Testing</b>” in Chapter 5.3 “<b><u>5.3 Rules for Information Technology Risk Supervision - Annex 2 IT Security Management</u></b>” of this Guide.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 12.11 | Data Backup | <p>When the institution's or customer data is stored by a third party, the institution should define data backup standards for the third party to follow</p> | <p>Customers shall establish a backup management mechanism and require external institutions to back up data at the specified frequency and conduct regular backup restoration tests.</p> <p>As of 2026, Tencent Cloud has deployed three data centers in Thailand, each with independent power and network infrastructure, which can support customers in storing, processing and backing up data within Thailand's borders. A variety of storage and database services provided by Tencent Cloud are equipped with backup functionalities to meet customers' diverse backup requirements. Examples are as follows:</p> <ul style="list-style-type: none"> <li>• Data stored by customers in <b><u>Cloud Object Storage (COS)</u></b> can be simultaneously stored in multiple designated regions through the cross-region replication feature.</li> <li>• The snapshot backup function of <b><u>Cloud Block Storage (CBS)</u></b> backs up data by capturing point-in-time snapshots of CBS.</li> <li>• <b><u>Cloud File Storage (CFS)</u></b> offers a scheduled snapshot feature, facilitating customers to flexibly configure backup task policies.</li> <li>• <b><u>Cloud Native Database TDSQL-C</u></b>, the cloud-native database, supports two backup types: logical backup and snapshot backup.</li> <li>• <b><u>TencentDB for MySQL</u></b> supports both automatic and manual backup methods for databases, and provides cross-region</li> </ul> |

| No.   | Domain                 | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|       |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>backup capabilities.</p> <ul style="list-style-type: none"> <li>• <b><u>TencentDB for MongoDB</u></b> features an automatic data backup and lossless restoration mechanism, supporting multi-node data backup.</li> </ul> <p>For more information on data backup, please refer to the provisions of “<b>6.3 Data Backup</b>” in Chapter 5.3 “<b><u>5.3 Rules for Information Technology Risk Supervision - Annex 2 IT Security Management</u></b>” of this Guide.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 12.12 | IT Incident Management | <p>(1) Clearly define roles and responsibilities of the institution and third parties in managing IT incidents, including incident severity levels and timely notification requirements.</p> <p>(2) If an incident significantly impacts operations, the institution should participate in resolution decisions.</p> <p>(3) Require third parties to provide channels, systems, or tools for the institution to report incidents and monitor the third party's response.</p> <p>(4) Require third parties to designate an official point of contact for timely incident response coordination.</p> | <p>Customers shall clearly define the roles and responsibilities of both parties with external institutions in handling information technology (IT) incidents and require external institutions to report such incidents in a timely and comprehensive manner. If an incident has a material impact on business operations, customers shall participate in decision-making for incident handling. In addition, customers shall require external institutions to establish communication channels to ensure timely reporting of incidents and coordinated response efforts.</p> <p>To support customers in incident detection and rapid response, Tencent Cloud provides <b><u>Cloud Security Center (CSC)</u></b>, a one-stop security management platform. With its modules including Asset Center, Risk Center, Alert Center, and Advanced Security Management, CSC helps customers establish a closed-loop security operation system covering pre-incident threat detection, in-incident response and handling, and post-incident forensics and analysis, thereby improving the efficiency of security operations.</p> <p><b>In terms of defining roles and responsibilities with customers in handling IT incidents,</b> Tencent Cloud, as a cloud service provider, offers online legal documents including the <b><u>Terms of Service</u></b> , <b><u>Service Level Agreement (SLA)</u></b>, and <b><u>Data Processing and Security Agreement</u></b>. These documents cover outsourcing</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----|--------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |        |                     | <p>arrangements, relationships and responsibilities, division of functions, incident notification, dispute resolution mechanisms, and other expectations of the contracting parties. Customers may also negotiate to include additional requirements in separate contracts.</p> <p><b>For incident detection and response,</b> Tencent Cloud has established a detailed incident management process and uses an internal security operation system to record security incidents. For identified security incidents, Tencent Cloud classifies them based on factors such as incident nature, data sensitivity, and impact scope, and promptly notifies the relevant responsible personnel to follow up on handling. Leveraging its 24/7 security operation system, Tencent Cloud's security team focuses on core scenarios including vulnerability monitoring, intrusion forensics, and attack mitigation. It responds to security alerts in real time, swiftly completes attack forensics, and formulates emergency response plans to effectively contain the spread of security incidents.</p> <p><b>Regarding incident notification,</b> for security incidents that may affect customers, Tencent Cloud will, after internal review and based on the scope and severity of the information security incident, notify customers of the incident handling and analysis results through appropriate means, and provide corresponding technical support to assist customers in taking remedial measures to minimize losses.</p> <p><b>For customers to report issues to Tencent Cloud,</b> the Tencent Cloud official website console offers a ticketing service, supporting customers in reporting faults, incidents, problems, and complaints related to security, availability, and confidentiality. In addition, Tencent Cloud provides online and telephone channels on its official website for customers to encounter feedback issues while using Tencent Cloud services. Tencent Cloud has a multi-region</p> |

| No.   | Domain                         | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|       |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>mutual backup customer service center that operates 24/7 to handle customer inquiries and requests, delivering high-quality round-the-clock technical support. Customers may also select applicable service plans to access dedicated support, including exclusive support groups, dedicated technical account managers, and value-added services.</p> <p>For more information on IT incident management, please refer to the provisions of “<b>8 IT Incident and Problem Management</b>” in Chapter 5.3 “<b><u>5.3 Rules for Information Technology Risk Supervision - Annex 2 IT Security Management</u></b>” of this Guide.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 12.13 | Business Continuity Management | <p>(1) Maintain a Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) covering third-party services, connections, or data access to ensure uninterrupted service during disruptions.</p> <p>(2) BCP and DRP should consider key risks, impacts on service delivery, and communication protocols with third parties, including timely reporting to the board or senior management.</p> <p>(3) Evaluate and test BCP and DRP effectiveness, and review third-party plans for alignment</p> <p>(4) If possible, participate in joint BCP and DRP testing with third parties to assess recovery readiness.</p> <p>(5) Ensure the institution's crisis management team is aware of third-party BCP and DRP details.</p> <p>(6) Collect issues identified</p> | <p>Customers shall establish a business continuity management mechanism, formulate business continuity plans covering external services, conduct business impact analyses, define recovery time objectives (RTO) and recovery point objectives (RPO) for each business, develop business continuity contingency plans, and communicate such plans to relevant personnel. In addition, customers shall review and test the implementation of contingency plans at least once a year.</p> <p>To ensure that customers can rapidly respond to and recover critical functions in the event of a disaster, various cloud products and services provided by Tencent Cloud—including computing services, network services, storage services, database services, container and middleware services, and security services—are designed with high availability and come with corresponding disaster recovery plans. Examples are as follows:</p> <ul style="list-style-type: none"> <li>• <b><u>Cloud Load Balancer (CLB)</u></b> provides secure and efficient Layer 4 and Layer 7 traffic distribution services. It expands the external service capabilities of application systems through traffic distribution, eliminates single points of failure, and</li> </ul> |

| No. | Domain | Summary of Controls                                          | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|     |        | during testing and jointly improve plans with third parties. | <p>adopts cluster deployment with timely removal of faulty instances to achieve high availability.</p> <ul style="list-style-type: none"> <li>• <a href="#"><u>Cloud Virtual Machine (CVM)</u></a> features high service availability and data reliability. The Cloud Block Storage mounted on CVM adopts a triple-replica storage strategy, ensuring rapid migration and recovery of data in the event of a failure of any replica.</li> <li>• <a href="#"><u>Cloud Object Storage (COS)</u></a> provides redundant data storage across multiple architectures and devices, offers remote disaster recovery and resource isolation capabilities for customer data, and ensures data durability.</li> <li>• <a href="#"><u>TencentDB for MySQL</u></a> supports high data reliability and service availability, with a comprehensive automatic data backup and lossless restoration mechanism in place.</li> <li>• <a href="#"><u>Tencent Kubernetes Engine (TKE)</u></a> adopts a distributed service architecture to ensure automatic fault recovery and rapid migration of services; combined with distributed storage for stateful service backends, it achieves secure and highly available services and data.</li> </ul> <p>In addition, customers can leverage <a href="#"><u>Tencent Cloud Smart Advisor (TSA)</u></a> to assist in the planning and implementation of business continuity testing. TSA provides various fault injection scenarios spanning from IaaS to PaaS, as well as drill experience templates for multiple industries, covering typical application scenarios such as cross-Availability Zone disaster recovery. It helps customers quickly and efficiently reuse mature solutions based on their own business needs and improve system availability.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud's regions are fully isolated from each other, ensuring maximum</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|     |        |                     | <p>stability and fault tolerance across different regions. To guarantee high data availability, each region is further divided into multiple mutually isolated Availability Zones (AZs). Tencent Cloud's multi-AZ design can effectively reduce the impact of single points of failure and ensure that failures between AZs are isolated from each other, thereby providing guarantees for customers' business continuity.</p> <p>To ensure the continuous availability of customers' businesses, Tencent Cloud has designed and implemented a business continuity management framework suitable for its own cloud computing environment and has obtained the international standard certification of ISO/IEC 22301 Business Continuity Management System. Tencent Cloud conducts business impact analyses on cloud products and services, defines recovery time objectives (RTO) and recovery point objectives (RPO) for each business, formulates different response strategies and business continuity plans based on the results of business impact analyses, and develops detailed disaster recovery plans for cloud products. Tencent Cloud regularly conducts business continuity drills and tests on cloud products in accordance with business continuity plans to ensure the feasibility of such plans and pre-planned responses.</p> <p>If the customer assesses that the disaster recovery drill requires Tencent Cloud's participation and collaboration, Tencent Cloud will respond promptly and fully cooperate. Based on the specific needs of the customer, Tencent Cloud will clearly define the scenario and scope of the drill, jointly formulate a detailed drill plan and execution schedule. During the drill, Tencent Cloud will provide necessary technical support and resource guarantees, assist the customer in continuously optimizing the disaster recovery strategy and process, and jointly enhance business continuity and disaster recovery capabilities.</p> |

### 5.7.3 Use of Public Cloud Computing Services for Critical Systems

| No. | Domain                                    | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                               | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| 2   | Selection Criteria for External Providers | <p>Establish criteria for selecting external providers prior to engaging their services. At a minimum, these criteria should include:</p> <ul style="list-style-type: none"> <li>• Risk factors related to the country where the external provider stores or processes data on the cloud</li> <li>• Risk of dependence on a single external provider</li> <li>• Flexibility in migrating systems to another provider or integrating with other systems</li> </ul> | <p>When customers entrust mission-critical systems (e.g., core banking systems) to external service providers for hosting via public cloud computing, the selection criteria for such external service providers shall include country risk, concentration risk, and interoperability risk of the provider.</p> <p>Tencent Cloud designates dedicated personnel to actively respond to and cooperate with customers' due diligence activities. Below is an overview of Tencent Cloud's performance against the selection criteria for cloud service providers when customers deploy critical systems on public cloud services:</p> <ul style="list-style-type: none"> <li>• <b>Relevant risk factors of the country where the external service provider stores or processes data:</b> <p>Tencent Cloud's infrastructure is deployed across multiple locations worldwide, consisting of Regions and Availability Zones (AZs). Each Region is an independent geographic area, and each Availability Zone is an independent fault domain with physical isolation from other AZs. Based on business development needs and data security requirements, customers can flexibly deploy their data and systems in different Regions or Availability Zones to meet business disaster recovery requirements. As of 2026, Tencent Cloud has deployed three data centers in Thailand, offering a range of cloud computing services including cloud servers, cloud databases, and CDN. Customers can choose to store and process their data locally in Thailand.</p> </li> <li>• <b>Factors related to the degree of dependence on a single external service provider:</b> <p>Various cloud products and services provided by Tencent Cloud—including computing services, network services, storage services, database services, container and middleware services, and security services—are designed with high availability and come with corresponding disaster</p> </li> </ul> |



| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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|     |        |                     | <p>recovery plans. Meanwhile, Tencent Cloud has built or leased data centers in multiple locations around the world in compliance with relevant international standards and local security requirements, providing customers with multi-Region and multi-AZ options to meet business disaster recovery needs and service level requirements. Tencent Cloud has obtained the international standard certification of ISO/IEC 22301 Business Continuity Management System, established a comprehensive internal business continuity management system, and conducts regular disaster recovery drills and tests to ensure the disaster recovery capability, response speed, and recovery capability of its systems and services.</p> <ul style="list-style-type: none"> <li> <b>Factors related to the flexibility of migrating systems to other service providers or integrating with other systems:</b> </li> </ul> <p>If customers need to terminate the contract due to business changes or future IT planning, they may back up and migrate their cloud data and production environments at any time. In accordance with the service agreement entered into between Tencent Cloud and the customer, in the event of cloud service expiration or termination, the customer shall complete the migration of data stored in the cloud servers in connection with its use of Tencent Cloud services before the expiration of the data retention period. Tencent Cloud supports customers in backing up and migrating data in universal standard formats. Customers may adopt the same transmission methods and protocols used during cloud migration, or leverage network service products such as <a href="#">Direct Connect (DC)</a> and <a href="#">VPN Connection</a>, to ensure the security and reliability of their data during the cloud exit phase. Upon termination of the cloud services, Tencent Cloud will adopt rigorous data erasure methods to completely delete all customer data (including copies and backups) after the retention period, with no possibility of recovery for the deleted data.</p> |

| No. | Domain                      | Summary of Controls                                                                                                                                                                            | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 3   | Data Location Specification | Require external providers to clearly specify the locations where data processing, data storage, or any other related activities involving the financial institution's data will be performed. | <p>When customers entrust mission-critical systems (e.g., core banking systems) to external service providers for hosting via public cloud computing, they shall require the providers to explicitly specify the exact geographic locations where customer data is processed, stored or handled.</p> <p>Tencent Cloud's infrastructure is deployed across multiple locations worldwide, consisting of Regions and Availability Zones (AZs). Each Region is an independent geographic area, and each Availability Zone is an independent fault domain with physical isolation from other AZs. Based on business development needs and data security requirements, customers can flexibly deploy their data and systems in different Regions or Availability Zones on their own initiative to meet business disaster recovery requirements. As of 2026, Tencent Cloud has deployed three data centers in Thailand, offering a range of cloud computing services including cloud servers, cloud databases, and CDN. Customers can choose to store and process their data locally in Thailand.</p> <p>Upholding the principle of openness and transparency, Tencent Cloud will promptly provide customers with relevant information through appropriate channels if they need to know details such as data storage locations—including the locations of data centers where data is stored, data cold backup status, and storage locations of cold backup data.</p> <p>Tencent Cloud strictly complies with the laws and regulations of the jurisdictions where it conducts business operations. It offers online legal documents including the <a href="#">Terms of Service</a> , <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a>, which clearly define the protection of user data and intellectual property rights as well as confidentiality obligations.</p> |

| No. | Domain                                   | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                       | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 4   | Data Backup for Overseas Cloud Providers | If using public cloud services from an external provider located abroad, financial institutions must implement a data backup process. Backups must be stored either within the country or in a country other than the service provider's home country. The backup data must be regularly reviewed at least once a year, or whenever significant changes occur, to ensure data availability and usability. | <p>Customers shall establish a backup management mechanism to back up confidential and sensitive data, encrypt and physically protect backup storage media, and conduct regular backup restoration tests.</p> <p>As of 2026, Tencent Cloud has deployed three data centers in Thailand, offering a range of cloud computing services including cloud servers, cloud databases, and CDN. Customers can choose to store and process their data locally in Thailand.</p> <p>In terms of backup management, a variety of storage and database services provided by Tencent Cloud are equipped with backup functionalities to meet customers' diverse backup requirements, such as <a href="#">Cloud Object Storage (COS)</a>, <a href="#">Cloud Block Storage (CBS)</a>, <a href="#">Cloud File Storage (CFS)</a>, <a href="#">Cloud Native Database TDSQL-C</a>, <a href="#">TencentDB for MySQL</a>, and <a href="#">TencentDB for MongoDB</a>.</p> <p>In terms of backup protection, multiple cloud products including <a href="#">Cloud Native Database TDSQL-C</a> and <a href="#">Cloud Object Storage (COS)</a> support data encryption and access control functions, which can ensure the confidentiality and integrity of data and related backup data during storage.</p> <p>For more information on data backup, please refer to the provisions of "6.3 Data Backup" in Chapter 5.3 "<a href="#">5.3 Rules for Information Technology Risk Supervision - Annex 2 IT Security Management</a>" of this Guide.</p> |
| 5   | Data Encryption                          | Implement encryption of critical data using international standards for both data-in-transit and data-at-rest when storing and processing data on external public cloud computing systems.                                                                                                                                                                                                                | <p>Customers shall adopt international standards to encrypt data stored and processed on external public cloud computing systems, so as to protect the confidentiality and integrity of the data.</p> <p>To ensure the confidentiality and integrity of customer data, <b>in terms of data storage protection</b>, a variety of Tencent Cloud's storage and database products support data encryption functions, employing secure and high-strength encryption algorithms. They integrate the <a href="#">Key Management Service (KMS)</a> to achieve full-</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|     |        |                     | <p>lifecycle key management, ensuring data confidentiality. The <a href="#">Key Management Service (KMS)</a> generates and protects keys using hardware security modules (HSMs) certified to FIPS 140-2 standards, and is capable of supporting customers in the full-lifecycle management of their encryption keys. When storing data, Tencent Cloud adopts multi-replica redundant storage and erasure coding technologies and immediately takes necessary recovery measures upon detection of integrity errors, which greatly improves the fault tolerance of data.</p> <p><b>In terms of data transmission protection,</b> all communications between customers and the Tencent Cloud console are encrypted and protected by the HTTPS security protocol. The cloud API interfaces provided by Tencent Cloud's products also feature security capabilities such as HTTPS encryption, signature verification, and status monitoring, delivering port-level communication security guarantees for customers' businesses. In addition, customers can leverage the following Tencent Cloud services to achieve secure data transmission across different scenarios:</p> <ul style="list-style-type: none"> <li>• <b><a href="#">Direct Connect (DC)</a>:</b> Provides customers with exclusive and highly secure large-bandwidth network connections. Customers occupy dedicated network links, eliminating the risk of data leakage.</li> <li>• <b><a href="#">VPN Connection</a>:</b> Enables secure data transmission between local data centers and resources hosted on Tencent Cloud based on network tunneling technology.</li> </ul> <p>For more information on data encryption and data protection, please refer to the provisions of “<b>2. Information Security</b>” in Chapter 5.3 “<b>5.3 Rules for Information Technology Risk Supervision - Annex 2 IT Security Management</b>” of this Guide.</p> |

| No. | Domain                          | Summary of Controls                                                                                                                                                                                                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| 6   | Secure Configuration Management | Establish processes to configure information technology security settings based on industry best practices from external providers or international standards. These configurations must be regularly reviewed and audited. | <p>Customers shall establish security configuration standards with reference to the best practices of external service providers or international standards, and set up relevant processes to verify deviations between system configurations and security standards.</p> <p><u>Cloud Security Center (CSC)</u> provides automated inspection and assessment functions for cloud product configuration risks, helping customers mitigate security risks arising from incorrect security configurations in cloud product usage and improve the overall security level of their cloud environments. Meanwhile, customers can adopt the <u>Config</u> service to automatically discover various cloud resources under their accounts across different regions, continuously record their configuration information and configuration changes, and conduct ongoing compliance assessments of cloud resource configurations under enterprise accounts based on Tencent Cloud best practice rules and compliance package templates.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established a set of network security configuration standards and security baseline standards, which are designed to standardize the management of security configurations for network devices, firewalls, host server operating systems, databases, and application systems. Tencent Cloud continuously detects deviations between the configurations of operating systems, database management systems, and virtual images against the standards by using scanning tools. For identified deviations, Tencent Cloud automatically generates security work orders and sends them to the responsible teams for timely rectification. Tencent Cloud also conducts regular reviews of the security policies and parameter settings of network devices such as routers, firewalls, and network servers to ensure the effectiveness of such policies and parameters.</p> <p>For more information on system configuration management, please refer to the provisions of “6.9</p> |

| No. | Domain                                    | Summary of Controls                                                                                                                                                                                                                                                                    | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| 7   | Security Monitoring and Threat Management | Implement continuous monitoring of information security incidents and cyber threats affecting systems hosted on external cloud computing services. Define proactive mitigation strategies to reduce potential risks before the external provider completes fixes or patch deployments. | <p><b>System Configuration Management</b>" in Chapter 5.3 "<a href="#">5.3 Rules for Information Technology Risk Supervision</a> - Annex 2 IT Security Management" of this Guide.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|     |                                           |                                                                                                                                                                                                                                                                                        | <p>Customers shall monitor security incidents and cyber threats in the cloud environment to ensure that security incidents in the cloud environment can be detected and responded to in a timely manner.</p> <p>To support customers in threat detection and analysis, the <a href="#">Threat Intelligence X (TIX)</a> provides three core intelligence capabilities: basic intelligence, attack surface intelligence, and business intelligence. It supports functions such as intelligence query, Indicator of Compromise (IOC) analysis and research, and attack surface management, enabling customers to more efficiently analyze and assess security incidents and conduct a more comprehensive evaluation of the risk exposure of enterprise assets. The Threat Intelligence X can also be integrated with customers' existing security protection products through an integration-enabled approach, synchronizing cloud-based intelligence data to enhance overall security operation and threat response efficiency.</p> <p>Empowered by the Threat Intelligence X, Tencent Cloud is committed to building a proactive defense security capability system of "Intelligence - Offense and Defense - Management - Planning". By integrating technologies such as threat intelligence, artificial intelligence and big data, Tencent Cloud enhances the response capability and efficiency for security incidents. It has also established a 24/7 Security Operations Center (SOC) focused on threat detection, investigation and response, achieving the visibility, transparency and controllability of security postures.</p> <p>For more information on security monitoring, please refer to the provisions of "<a href="#">6.5 Security Monitoring</a>" in Chapter 5.3 "<a href="#">5.3 Rules for Information Technology Risk Supervision</a> -</p> |

| No.                                                    | Domain                                                | Summary of Controls                                                                                                                                                                                                                                                                                                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <u>Annex 2 IT Security Management</u> ” of this Guide. |                                                       |                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 8                                                      | Data Retrieval and Secure Deletion upon Termination   | Upon termination or cancellation of cloud computing services for critical systems, financial institutions must retrieve all institutional and customer data from the external provider. All data held by the external provider must be completely deleted or destroyed, ensuring that the provider cannot recover any data. | <p>Customers shall establish procedures for the cancellation or termination of contracts or agreements, define clear exit strategies and exit plans, and ensure that the external service provider has completely deleted or destroyed all relevant data with no possibility of recovery.</p> <p>If customers need to terminate the contract or agreement due to business changes or future IT planning, they may back up and migrate their cloud data and production environments at any time. In accordance with the service agreement entered into between Tencent Cloud and the customer, in the event of cloud service expiration or termination, the customer shall complete the migration of data stored in the cloud servers in connection with its use of Tencent Cloud services before the expiration of the data retention period. In addition, Tencent Cloud's cloud products support customers in backing up and migrating data in universal standard formats. Customers may adopt the same transmission methods and protocols used during cloud migration, or leverage network service products such as <a href="#">Direct Connect (DC)</a> and <a href="#">VPN Connection</a>, to ensure the security and reliability of their data during the cloud exit phase. Upon termination of the cloud services, Tencent Cloud adopts rigorous data erasure methods to completely delete all customer data (including copies and backups) after the expiration of the retention period, with no possibility of recovery for the deleted data.</p> |
| 9                                                      | Business Continuity and IT Disaster Recovery Planning | Business continuity plans (BCP) and IT disaster recovery plans must cover the use of external public cloud computing services for critical systems. Plans should consider worst-case scenarios, including                                                                                                                   | Customers shall establish a business continuity management mechanism, formulate business continuity plans covering external services, conduct business impact analyses, define recovery time objectives (RTO) and recovery point objectives (RPO) for each business, develop business continuity contingency plans, and communicate such plans to relevant personnel. In addition,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| No. | Domain | Summary of Controls                                                                                                                              | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|     |        | at a minimum:                                                                                                                                    | customers shall review and test the implementation of contingency plans at least once a year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|     |        | (1) Disruption of the external provider's system in the region being used, causing the financial institution's services to become unavailable.   | A variety of cloud products and services provided by Tencent Cloud—including computing services, network services, storage services, database services, container and middleware services, and security services—are designed with high availability and come with corresponding disaster recovery plans.                                                                                                                                                                                                                                                                                                                        |
|     |        | (2) Disruption across all regions of the external provider, leading to unavailability of the institution's services.                             | To assist customers in complying with regulatory requirements, Tencent Cloud's regions are fully isolated from each other to ensure maximum stability and fault tolerance across different regions.                                                                                                                                                                                                                                                                                                                                                                                                                              |
|     |        | (3) Complete failure of all communication channels between the financial institution and the external provider, rendering services inaccessible. | To guarantee high data availability, each region is further divided into multiple mutually isolated Availability Zones (AZs). Tencent Cloud's multi-AZ design can effectively reduce the impact of single points of failure, ensure that failures between AZs are isolated from each other, and thereby provide guarantees for customers' business continuity.                                                                                                                                                                                                                                                                   |
|     |        |                                                                                                                                                  | Tencent Cloud has obtained the international standard certification of ISO/IEC 22301 Business Continuity Management System. Tencent Cloud conducts business impact analyses on cloud products and services, and formulates different response strategies, business continuity plans and disaster recovery plans based on the analysis results to guide the recovery of relevant business resources. Tencent Cloud has developed detailed disaster recovery plans for cloud products and conducts regular drills in strict accordance with requirements to ensure the timeliness and feasibility of such disaster recovery plans. |
|     |        |                                                                                                                                                  | For more information on security monitoring, please refer to the provisions of “9.1–9.6 IT Disaster Recovery Plans” in Chapter 5.3 “ <a href="#">5.3 Rules for Information Technology Risk Supervision - Annex 2 IT Security Management</a> ” of this Guide.                                                                                                                                                                                                                                                                                                                                                                     |



06

## How Tencent Cloud Meets and Assists Customers to Meet the Requirements of BOT No. FPG 8/2557 Regulations on Outsourcing of Financial Institutions

The Regulations on Outsourcing Management of Financial Institutions clarifies the Bank of Thailand's principles for financial institutions in the selection of service providers and also sets out sound practices for financial institutions to mitigate outsourcing risks and protect their customers from adverse impacts arising from outsourcing activities. Its provisions primarily cover the classification of outsourced business functions, the application for outsourcing permits, inspections conducted by the Bank of Thailand, external auditors or other regulatory authorities, and reporting to the Bank of Thailand. The Regulations have formulated and issued Annex 3, which requires financial institutions to assess the operational performance of overall outsourcing activities and the effectiveness of risk management in accordance with the outsourcing regulatory guidelines stipulated in Annex 3.

In this chapter, Tencent Cloud will extract and summarize the control requirements relevant to cloud service providers as set forth in Annex 3 to the Regulations on Outsourcing of Financial Institutions, and elaborate specifically on how Tencent Cloud, as a cloud service provider, can assist financial institutions in complying with such requirements.

| No.               | Domain                              | Summary of Controls                                                                                                                                                            | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| Attachment<br>3-2 | Selection of<br>service<br>provider | Financial institutions must have appropriate service provider selection criteria prior to entering into a new contract or renewed contract, covering the following key issues. | Customers shall establish service provider selection criteria prior to signing new contracts or renewing existing ones. These criteria shall primarily cover technical and professional capabilities, financial strength, business reputation, organizational culture compatible with that of the financial institution, capability to adapt to emerging developments, concentration risk, as well as explicit provisions for considering the outsourcing of services related to the board of directors and senior management. |
|                   |                                     | (1) Technical ability, expertise, and operating experiences,                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                   |                                     | (2) Financial strength                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                   |                                     | (3) Business reputation, track records of complaints or litigation cases                                                                                                       | Tencent Cloud designates dedicated personnel to actively respond to and cooperate with customers' due diligence activities. The following is an overview of Tencent Cloud's practices as a cloud service provider in responding to due diligence requirements across various aspects:                                                                                                                                                                                                                                          |
|                   |                                     | (4) Organizational culture and service policy that is appropriate for financial institutions                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                   |                                     | (5) Ability to respond to new developments                                                                                                                                     | <ul style="list-style-type: none"> <li><b>Professional and Technical Capabilities</b></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                   |                                     | (6) Concentration risk                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                   |                                     | (7) Clear regulations on consideration of outsourcing to service providers related to the board and senior management                                                          | Tencent Cloud demonstrates its comprehensive technical prowess as an industry leader through its robust cloud computing technologies, big data processing capabilities, artificial intelligence applications, network security protection, cloud-native technologies,                                                                                                                                                                                                                                                          |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|     |        |                     | <p>global data center footprint, and industry-specific solutions. These technical capabilities not only ensure the stability and reliability of Tencent Cloud services but also deliver a secure and trusted cloud computing environment for customers. Tencent Cloud's sophisticated operational security capabilities also enable it to provide round-the-clock technical support for cloud products to customers.</p> <ul style="list-style-type: none"> <li> <b>Operational Experience</b> <p>Tencent Cloud ranks among the industry leaders in terms of operational capabilities and scale. Its data centers are located across multiple regions worldwide, covering mainland China, the Asia-Pacific region, North America, and Europe.</p> </li> <li> <b>Financial Strength</b> <p>As a flagship cloud computing brand fully developed by Tencent Holdings Ltd., Tencent Cloud benefits from the Group's strong financial strength and sound financial standing. Since officially launching its cloud services in 2010, Tencent Cloud has achieved substantial growth in key financial metrics such as revenue and profitability. It has also been recognized by Gartner, a world-leading industry research institution, for four consecutive years, ranking second among Chinese vendors in the strategic quadrant.</p> </li> <li> <b>Business Reputation</b> <p>As the cloud computing arm of Tencent—a leading enterprise in China's internet industry—Tencent Cloud has obtained numerous professional certifications from industry organizations and provides comprehensive cloud computing solutions. It has partnered with over 11,000 collaborators and delivered more than 400 industry-specific solutions to enterprise</p> </li> </ul> |

| No.                | Domain                                   | Summary of Controls                                                                                                                                                                               | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|                    |                                          |                                                                                                                                                                                                   | <p>customers spanning over 30 sectors.</p> <ul style="list-style-type: none"> <li> <b>Organizational Culture and Service Policies Compatible with Financial Institutions</b> <p>Tencent Cloud has tailored a wide range of solutions for numerous financial institutions and provides regulatory-compliant financial private cloud services for a large number of banking customers, boasting financial-grade security and compliance capabilities. It can customize solutions according to customer needs and flexibly adapt to different corporate cultures and strategies.</p> </li> <li> <b>Capability to Adapt to Emerging Developments</b> <p>Tencent Cloud actively tracks market trends and technological advancements and continuously launches innovative products and services to maintain its market-leading position and meet customers' latest requirements.</p> </li> <li> <b>Risk Management Capabilities</b> <p>Tencent Cloud has formulated a risk governance framework and related procedures and continuously improves risk management measures and internal monitoring systems. By steadily enhancing the development of risk culture, Tencent Cloud effectively strengthens its internal risk management capabilities to ensure the healthy and sustainable development of its business.</p> </li> </ul> |
| Attachment 3-3 (1) | Information Security and Confidentiality | (1) Must ensure that the service providers arrange to have a good system to maintain security and confidentiality of customer information and the financial institution information. For example, | <p>Customers shall ensure that service providers establish relevant systems to maintain the security and confidentiality of customer information and financial institution information.</p> <p><b>In terms of data compliance,</b> Tencent Cloud strictly adheres to the laws and</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                            | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|     |        | <p>separating data of financial institutions' customer from that of the service providers or the service provider's other customers; specifying strict data access control for the service providers' staff, as well reviewing this control process appropriately; and ensuring that the service providers have strict oversight of their staff with regards to maintaining confidentiality of customer information and financial institution information.</p> | <p>regulations governing user privacy and data security in the jurisdictions where it conducts business operations. It actively implements world-leading privacy protection standards and norms, has established a comprehensive information security and privacy protection management system, and obtained multiple international standard certifications.</p> <p><b>In terms of tenant isolation,</b> Tencent Cloud strictly observes the principle of data privacy. Through security mechanisms including access control policies for virtualization control layer resources, isolation policies between private networks within the cloud platform, permission allocation and identity authentication for the web console, and interface session IDs and access keys, Tencent Cloud ensures that customer data is mutually invisible, guaranteeing that tenants cannot access, obtain, or tamper with data belonging to other tenants. Tencent Cloud also provides services such as <a href="#">Virtual Private Cloud (VPC)</a> and <a href="#">Cloud Firewall (CFW)</a> to help customers further strengthen network isolation and boundary protection.</p> <p><b>In terms of data protection,</b> customer data is classified as high-security-level data within Tencent Cloud, and customers have exclusive ownership and control over their own data content. Unless it is necessary for service provision or troubleshooting, and with the explicit authorization of customers, or in compliance with national laws and regulations such as investigations into criminal cases by national or local government authorities, Tencent Cloud employees will never actively access any customer data. Tencent Cloud implements end-to-end identity verification and maintenance for data access permissions to</p> |

| No.                | Domain             | Summary of Controls                                                                                                                                                                                                                                                                                                                                                       | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|                    |                    |                                                                                                                                                                                                                                                                                                                                                                           | <p>ensure the integrity of data assets and the reliability of business services. It has also established real-time monitoring and interception mechanisms to detect and prevent any abnormal data access behavior and requires all employees to sign confidentiality agreements to protect customer data. Meanwhile, a variety of Tencent Cloud storage and database products support data encryption functions, employing secure and high-strength encryption algorithms, and integrate the <a href="#">Key Management Service (KMS)</a> to achieve full-lifecycle key management, thereby protecting the confidentiality of customer information.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Attachment 3-3 (2) | Problem Management | <p>(2) Must arrange to have an adequate system to handle customer complaints and problem solving by recording and monitoring customer complaints including the problem of customer information leakage, where financial institutions must specify appropriate guidelines to solve such problem. The information should be reported to senior management periodically.</p> | <p>Customers shall establish appropriate mechanisms to record and monitor customer complaints, formulate response and handling mechanisms for such issues, and submit relevant information to senior management on a regular basis.</p> <p>To support customers in detecting and responding to problems rapidly, Tencent Cloud provides <a href="#">Cloud Security Center (CSC)</a>, a one-stop security management platform. With its modules including Asset Center, Risk Center, Alert Center, and Advanced Security Management, CSC helps customers establish a closed-loop security operation system covering pre-incident threat detection, in-incident response and handling, and post-incident forensics and analysis, thereby improving the efficiency of security operations.</p> <p><b>In terms of incident management,</b> Tencent Cloud has formulated internal incident and service request management procedures and established Tencent Cloud incident management policies. These measures ensure that incidents related to IT service management activities are recorded</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|     |        |                     | <p>and classified, prioritized based on impact and urgency, and escalated as needed to resolve and close various incidents promptly, minimize incident impacts, ensure business continuity, and enhance customer satisfaction.</p> <p><b>In terms of incident communication and notification,</b> Tencent Cloud has formulated information security incident management specifications and established relevant procedures for information security incident response, escalation, and notification. These procedures enable timely early warnings or notifications to relevant parties such as internal personnel and customers who may be or have been affected by incidents, ensuring orderly, timely, and efficient communication and coordination among all parties.</p> <p>For security incidents that may affect customers, Tencent Cloud will, after internal review and based on the scope and severity of the information security incident, notify customers of the incident handling and analysis results through appropriate means, and provide corresponding technical support to assist customers in taking remedial measures to minimize losses.</p> <p><b>For customers to report issues or take the initiative to contact Tencent Cloud,</b> Tencent Cloud offers a ticketing service through the Tencent Cloud official website console, supporting customers in reporting faults, incidents, problems, and complaints related to security, availability, and confidentiality.</p> <p>In addition, Tencent Cloud provides online customer service and telephone channels on the cloud console and official website, enabling customers to feedback problems</p> |



| No.                       | Domain             | Summary of Controls                                                                                                                                                                                                                                                                 | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| Attachment<br>3-3 (3) (4) | Cost<br>Management |                                                                                                                                                                                                                                                                                     | <p>encountered while using Tencent Cloud services. Tencent Cloud has a multi-region mutual backup customer service center that operates 24/7 to handle customer requests, providing round-the-clock technical support for cloud products as well as timely and high-quality service response and handling.</p> <p>Customers may also select applicable service plans to access dedicated support, including exclusive support groups, dedicated technical account managers, and value-added services.</p>                                                                                                                                                                                                                                                   |
|                           |                    | (3) Must ensure that the service quality for customer does not deteriorate or the cost burden that normally incurs to financial institutions is put on customer. Utilizing outsourced services must not obstruct compliance to the laws, rules, and regulations of the authorities. | <p>Customers shall ensure that the quality of services provided to their own customers does not deteriorate and that their cost burdens are not passed on to their own customers. Meanwhile, if customers entrust service providers to act on their behalf, they shall disclose relevant information such as fees and service charges to their own customers in advance.</p>                                                                                                                                                                                                                                                                                                                                                                                |
|                           |                    | (4) Must disclose information that may be affected the customers in advance by delegating the service providers to act on behalf of financial institutions, for example, fee or service rate.                                                                                       | <p>The cloud services provided by Tencent Cloud to customers are delivered in accordance with the Service Level Agreement (SLA) stipulated for each service. The performance indicators, measurement criteria, and reporting requirements for each service are clearly specified in the SLA of each product and published on the official Tencent Cloud website. Tencent Cloud continuously tracks the performance and availability of cloud services and provides real-time monitoring for customers through the management console.</p> <p>Customers can view the available account balance, detailed income and expenditure records, and fee information incurred from the use of Tencent Cloud services via the Billing Center in the Tencent Cloud</p> |



| No.                | Domain                                   | Summary of Controls                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|                    |                                          |                                                                                                                                                                                                          | console.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Attachment 3-3 (5) | Customer Data Removal                    | (5) In case of contract termination or cancellation from whatever reason, financial institutions must ensure that customer's information is destroyed or is entirely removed from the service providers. | <p>If a customer terminates or cancels the contract with the service provider, the customer shall ensure that the service provider destroys or completely removes the relevant information.</p> <p>If a customer needs to terminate the contract due to business changes or future IT planning, the customer may back up and migrate cloud data and production environments at any time. Upon termination of the customer's services, Tencent Cloud will follow rigorous data erasure methods completely delete all customer data—including copies and backups—after the expiration of the retention period. The deleted data will be irrecoverable.</p>                                 |
| Attachment 3-3 (6) | Compliance with Laws and Regulations     | (6) Must ensure that matters related to customer information and financial institutions' information are in line with the laws on financial institutions business and other related laws.                | <p>Customers shall ensure that service providers comply with the laws and regulations governing the business operations of financial institutions.</p> <p>Tencent Cloud strictly adheres to the laws and regulations of the jurisdictions where it operates and has established security and compliance-related procedures to ensure that information security operations meet the requirements of relevant laws, regulations, standards, and processes. Tencent Cloud's legal team continuously identifies and collects compliance requirements related to Tencent Cloud's business, compiles a corresponding list of laws and regulations, and maintains and updates it regularly.</p> |
| Attachment 3-4     | Business continuity of service providers | (1) Financial institutions must specify the significant level of the outsourced activity by assessing the risks and impacts that may incur if the services are                                           | Customers shall conduct risk assessments of services to determine the importance of outsourcing activities and require service providers to formulate business continuity plans. When necessary, they shall conduct                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|     |        | <p>disrupted.</p> <p>(2) Financial institutions must require that the service providers have a business continuity plan especially for the case that significant activity or the activity with wide impact, as well as allocate adequate resources for such operation, applying the guidelines by the Bank of Thailand on business continuity management (BCM) and business continuity plan (BCP) of financial institutions to the extent that is in consistent with the financial institutions' own business continuity.</p> <p>Financial institutions must conduct a regular test on the business continuity plan with the key service providers, and must record the test results in writing to be reviewed by the Bank of Thailand.</p> | <p>regular testing of business continuity plans together with key service providers.</p> <p>Tencent Cloud has established a comprehensive internal business continuity and disaster recovery management system and obtained the international standard certification of ISO/IEC 22301 Business Continuity Management System.</p> <p>To ensure the continuous availability of customers' businesses, Tencent Cloud conducts business impact analyses on cloud products and services, defines the Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for each business, and formulates differentiated response strategies and business continuity plans based on the results of business impact analyses for cloud products and services. Detailed disaster recovery plans have been developed for cloud products and critical processes. The relevant policies, plans, and contingency measures cover critical areas such as facilities, personnel, equipment, systems, and information data. Corresponding disaster recovery processes are established based on business priorities to ensure the disaster recovery system is complete, orderly, and executable. Based on business continuity plans, Tencent Cloud designs drill scenarios, conducts drill risk assessments, and formulates corresponding safeguard measures to avoid any negative impact on services caused by drills. Tencent Cloud's disaster recovery drills are usually carried out by simulating real-world typical disaster recovery scenarios, including attack-defense confrontation and large-scale failures, to comprehensively verify the system's disaster recovery capability, response speed and recovery capability. After the drills, the relevant departments organize the compilation of drill reports,</p> |

| No.            | Domain                 | Summary of Controls                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|                |                        |                                                                                                    | <p>implement rectifications based on improvement measures, and file the reports for future reference.</p> <p>If the customer assesses that the disaster recovery drill requires Tencent Cloud's participation and collaboration, Tencent Cloud will respond promptly and fully cooperate. Based on the specific needs of the customer, Tencent Cloud will clearly define the scenario and scope of the drill, jointly formulate a detailed drill plan and execution schedule. During the drill, Tencent Cloud will provide necessary technical support and resource guarantees, assist the customer in continuously optimizing the disaster recovery strategy and process, and jointly enhance business continuity and disaster recovery capabilities.</p>                                                                                                                                                                                                                                                                    |
| Attachment 3-5 | Contract and agreement | Financial institutions must enter into a written contract and agreement with the service providers | <p>Customers shall sign written contracts and agreements with service providers, covering such contents as the scope of outsourced services, performance and risk management standards, service level agreements, business continuity, service fees, contract termination for breach or early exit, notification of adverse events, dispute resolution, confidentiality and security, subcontracting, offshore outsourcing, and audit rights.</p> <p>Tencent Cloud makes available online legal documents such as the <a href="#">Terms of Service</a> , <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a> on its official international website. These documents clearly define the scope and service levels of the services provided by Tencent Cloud, the protection of user data and intellectual property rights, the security responsibilities and obligations of both customers and Tencent Cloud, as well as the service term and scenarios for agreement</p> |

| No.            | Domain                                                                                       | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|                |                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>termination. Meanwhile, customers may opt to sign customized agreements with Tencent Cloud to negotiate and modify specific terms and details of the agreements, so as to create a customized agreement that complies with regulatory requirements and can be approved by the customers' internal procurement/legal departments.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Attachment 3-6 | Monitoring, evaluating, auditing, and managing risks from using outsourcing service provider | <p>Financial institutions must have a clear and written policy guidance on management of risks associated with outsourcing, in line commensurate with the significance of the outsourcing activities that are outsourced and the overall risk management policy, as well as communicate with relevant parties so that they understand and fully comply with the guidance. The guidance should comprise the following key issues at the minimum .</p> <p>(1) Put in place a clear system to supervise, monitor, audit, and evaluate the service providers on a regular basis in order to have the same standard of internal control as if financial institutions provide the services themselves, as well as ensure that both financial institutions and the service providers strictly comply with relevant laws, accounting standards, and regulations.</p> <p>(2) Arrange or have the service providers prepare an operating manual and relevant documents, as well as regularly updating them for the purpose of monitoring, evaluating, and risk</p> | <p>Customers shall formulate outsourcing risk management policies and guidelines that match the importance of outsourcing activities and the customers' overall risk management policies. These shall mainly include conducting regular supervision and audits of service providers, requiring service providers to compile operation manuals and other documents, providing training for employees or relevant parties to familiarize them with the scope of services offered by service providers, and recording risks and issues associated with outsourcing.</p> <p>Tencent Cloud will provide dedicated personnel assistance based on actual circumstances and actively respond to and support the audit and supervision rights and interests of customers and Thailand's financial regulatory authorities with respect to Tencent Cloud.</p> <p>Currently, Tencent Cloud has obtained multiple security and privacy compliance certifications and qualifications through third-party independent audits or assessments. Based on customer needs, it issues attestation-type System and Organization Controls (SOC) reports to disclose the latest internal control status of Tencent Cloud's service organization to cloud user institutions, independent auditors, regulatory authorities, company shareholders and other relevant stakeholders. Specifically for the Thailand</p> |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                    |
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|     |        | management of financial institutions.                                                                                                                                                                                                                                                                                                                                              | region, Tencent Cloud has successfully passed the IT compliance audit for the Thai financial industry conducted by an independent third party. Customers can independently download the latest report from the Tencent Cloud <a href="#">Compliance Document Center</a> .                                                                                                                                                   |
|     |        | (3) Arrange a process to regularly educate staff or relevant parties to understand the scope, nature, and operating process of the service providers in order to monitor and evaluate the service providers accurately and creditably                                                                                                                                              | The operation procedures, user manuals and other documentation for Tencent Cloud products have been formalized and made available to customers via the official website. Tencent Cloud also provides <a href="#">training and certification</a> programs for customers based on Tencent Cloud product knowledge and relevant professional competencies, to enhance customers' technical capabilities and cloud proficiency. |
|     |        | (4) Arrange to have written documents on problematic or risk issues, loss data, as well as received orders from relevant authorities in conjunction with outsourcing services for review by the Bank of Thailand. Such documents should be reported promptly to executive of the financial institutions so that such problems can be resolved in an appropriate and timely manner. | Tencent Cloud offers customers multiple support channels, including 24/7 ticketing service, 24/7 hotline, intelligent customer service and self-service options, to continuously address customer inquiries and feedback. Tencent Cloud's customer service team and technical experts will provide customers with prompt and effective support.                                                                             |
|     |        | (5) Arrange to review the service provides regularly as deemed appropriate to the function group                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                             |

07

# How Tencent Cloud Meets and Assists Customers to Meet the Requirements of BOT No. FPG 16/2563 Regulations on the Use of Services from Business Partners of Financial Institutions

In 2020, the Bank of Thailand (BOT) issued [Regulations on the Use of Services From Business Partners of Financial Institutions](#), stipulating that when financial institutions use services provided by business partners<sup>3</sup>, they must attach the same importance to business continuity, customer protection and their own responsibilities as they do when conducting their own business operations. Meanwhile, they should also implement risk management, ensure transaction security and protect customer data. The provisions of these regulations mainly cover the principles for engaging business partners, the general scope and conditions for the use of business partners' services, risk management, as well as audits conducted by the Bank of Thailand, external auditors or other regulatory authorities.

In this chapter, Tencent Cloud will extract and summarize the control requirements relevant to cloud service providers as set forth in the Regulations on the Use of Services from Business Partners of Financial Institutions, and elaborate on how Tencent Cloud, as a cloud service provider, assists authorized institutions in complying with such requirements.

| No.   | Domain    | Summary of Controls                                                                                                                                                                                                                                                                     | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| 5.2.1 | Principle | Financial institutions can use the services from business partners, both juristic persons and natural persons, that have in place appropriate guidelines on risk management and customer protection. However, strategic functions must be carried by financial institutions themselves. | <p>Customers may engage the services of business partners, but shall ensure that such partners possess the capabilities of risk management and customer protection. Customers shall also ensure that strategic functions are undertaken by themselves.</p> <p><b>In terms of risk management,</b> Tencent Cloud has formulated a risk governance framework and relevant procedures, and continuously strengthens the development of risk culture to enhance internal risk management capabilities and ensure the healthy and sustainable development of its business.</p> <p><b>In terms of customer protection,</b> Tencent Cloud strictly complies with the laws and regulations of the jurisdictions where it conducts business operations. Tencent has established a user-centric privacy protection framework internally. By improving privacy compliance assessment processes and tools, combined with the adoption of international standards, technological innovation and employee training, Tencent has integrated</p> |

<sup>3</sup> Business Partners: (1) The appointment of banking agents, engagement of outsourcers, and other forms of cooperation with business partners shall all be deemed as the use of services provided by business partners.

(2) Financial institutions may use the services of business partners (including legal persons and natural persons) to support their own business operations.

(3) For business partners in the form of banking agents (there must be service locations to provide services such as deposit agency or withdrawal agency).



| No.       | Domain                                 | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|           |                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                            | privacy protection into various aspects of corporate culture building to ensure that customer privacy is fully protected possible.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 5.3.1 (3) | Locally and overseas business partners | (3) Financial institutions can use services from business partners, both juristic persons and natural persons as well as both locally and overseas.                                                                                                                                                                                                                                                                                        | <p>Customers may choose to use the services of business partners located either within or outside Thailand.</p> <p>Tencent Cloud's infrastructure is deployed across multiple locations worldwide, consisting of Regions and Availability Zones (AZs). Each Region is an independent geographic area, and each Availability Zone is an independent fault domain with physical isolation from other AZs. Based on business development needs and data security requirements, customers can flexibly deploy their data and systems in different Regions or Availability Zones on their own initiative to meet business disaster recovery requirements. As of 2026, Tencent Cloud has deployed three data centers in Thailand, offering a range of cloud computing services including cloud servers, cloud databases, and CDN. Customers can choose to store and process their data locally in Thailand.</p> |
| 5.3.3 (2) | Key Principles                         | <p>(2) Financial institutions are required to ensure that business partners provide service to customers like they are conducted by financial institutions themselves, keeping the following 3 important principles;</p> <p>1) appropriate protection of customers' minimum rights especially on security of data, handling of complaints and service problems,</p> <p>2) business continuity and</p> <p>3) management system of risks</p> | <p>Customers shall ensure the quality of services provided by business partners and require their business partners to provide adequate protection for customer data security, customer complaint handling and service issue resolution, guarantee business continuity, and establish a risk management system.</p> <p><b>In terms of customer data security, customer complaint handling and service issue resolution,</b> customer data is classified as high-security-level data within Tencent Cloud. For Tencent Cloud employees, unless the services selected by customers necessitate the processing of customer data, they will not attempt to access any customer</p>                                                                                                                                                                                                                            |



| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                     | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|     |        | from using business partner's service that is appropriate to significant risk and impact level, covering related risks especially reputational risks, operational risks and information technology risks, where business partners selection process, and business partner risk management cover key issues (details in attachment 3-6). | <p>data. Tencent Cloud implements end-to-end identity verification and maintenance for data access permissions to ensure the integrity of data assets and the reliability of business services. It has also established real-time monitoring and interception mechanisms to detect and prevent any abnormal data access behavior. Tencent Cloud provides online legal documents such as the <a href="#">Terms of Service</a> and <a href="#">Data Processing and Security Agreement</a>, which clearly specify the content and service levels of the services provided by Tencent Cloud, the protection of user data and intellectual property rights, the security responsibilities and obligations of both customers and Tencent Cloud, the notification of incidents and changes, confidentiality obligations, and information disclosure matters.</p> <p>Tencent Cloud offers online and telephone support channels on its official website to facilitate customers in reporting problems encountered while using Tencent Cloud services. Tencent Cloud has a multi-region mutual backup customer service center, which can handle customer inquiries and requests 24/7, providing high-quality, round-the-clock technical support.</p> <p>Customers may also select applicable service plans to access dedicated support, including exclusive support groups, dedicated technical account managers, and value-added services.</p> <p><b>In terms of ensuring business continuity,</b> Tencent Cloud has designed and implemented a business continuity management framework suitable for its own cloud computing environment, built a comprehensive business continuity management system, and obtained the international standard certification of ISO/IEC 22301 Business Continuity</p> |

| No.       | Domain                               | Summary of Controls                                                                                                                                                                                                                                                                                       | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |                                      |                                                                                                                                                                                                                                                                                                           | <p>Management System. Detailed disaster recovery plans have been formulated for cloud products and critical processes. Tencent Cloud conducts regular business continuity drills and tests on cloud products in accordance with business continuity plans to ensure the feasibility of such plans and protocols.</p> <p><b>In terms of the risk management system,</b> Tencent Cloud has established a comprehensive risk management framework in accordance with the ISO/IEC 27001:2022 standard and conducts risk assessments regularly to identify risks based on the results of scenario analysis, business product or service process analysis. For the identified risks, Tencent Cloud assesses the likelihood and impact of each risk, classifies risk levels, takes corresponding follow-up actions, and keeps written records thereof. Tencent Cloud also continuously tracks the progress of risk mitigation, evaluates residual risks, and ensures that relevant responsible persons have properly managed risks in accordance with Tencent Cloud's risk management requirements.</p> |
| 5.3.3 (3) | Compliance with Laws and Regulations | (3) Financial institutions must ensure that business partners that provide service on their behalf comply with related laws and regulations, such as the laws on data privacy, the laws on anti-money laundering, the laws on exchange control and the Bank of Thailand's notification on market conduct. | <p>Customers shall ensure that their business partners comply with the relevant local laws and regulations of Thailand.</p> <p>Tencent Cloud strictly adheres to the laws and regulations of the jurisdictions where it conducts business operations. Tencent Cloud undergoes professional audits by independent third parties on an annual basis and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| No.       | Domain                   | Summary of Controls                                                                                                                               | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|           |                          |                                                                                                                                                   | Specifically for the Thailand region, Tencent Cloud has successfully passed the IT compliance audit for the Thai financial industry conducted by an independent third party. Customers can independently download the latest report from the Tencent Cloud <a href="#">Compliance Document Center</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|           |                          |                                                                                                                                                   | Customers shall ensure that their business partners conduct management over their subcontractors.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|           |                          |                                                                                                                                                   | Tencent Cloud makes available online legal documents such as the <a href="#">Terms of Service</a> , <a href="#">Service Level Agreement (SLA)</a> , and <a href="#">Data Processing and Security Agreement</a> on its official international website. For subcontracting scenarios, the agreements clearly specify clauses on prior consent for subcontracting, notification prior to adding or replacing subcontractors, and data protection obligations. Without the customer's prior consent, Tencent Cloud shall not subcontract any processing operations performed on behalf of the customer pursuant to the contract/agreement. Tencent Cloud will notify customers via email and other channels of any intended changes involving the addition or replacement of subcontractors. In addition, customers may also choose to sign offline agreements with Tencent Cloud to negotiate the terms and details specified in the agreements. |
| 5.3.3 (4) | Subcontractor Management | (4) Financial institutions must ensure that all levels of subcontractors from business partners must also comply with regulations and conditions. | In terms of subcontractor management, Tencent Cloud has established a sound supply chain security management system. Through rigorous supplier security assessment and onboarding, regular supervision and evaluation, and clear outsourcing service agreements, Tencent Cloud implements effective control over suppliers. This ensures that subcontracting will not affect Tencent Cloud's ability to                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| No. | Domain                                                                | Summary of Controls                                                                                                                                                                                                                                                                                                           | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|     |                                                                       |                                                                                                                                                                                                                                                                                                                               | <p>provide relevant services to customers, the confidentiality and integrity of customer information processing procedures, as well as the supervision and audit rights of Thailand's financial regulators and financial institutions. Furthermore, Tencent Cloud will actively comply with customers' outsourcing management requirements and respond to and cooperate with audit or evaluation activities initiated by customers.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 5.5 | Audit by the Bank of Thailand, external auditors, or other regulators | <p>Financial institutions must ensure that the Bank of Thailand, external auditors, or other official organizations can audit business partners that provide service on behalf of financial institutions, or subcontractors (if any) and also have available accurate and current data related to service used for audit.</p> | <p>Customers shall ensure that the Bank of Thailand(BOT), external auditors, or other regulatory authorities are allowed to conduct audits on their business partners and the subcontractors thereof.</p> <p>Tencent Cloud will provide dedicated personnel assistance based on actual circumstances and actively respond to and support the audit and supervision rights and interests of customers and Thailand's financial regulatory authorities with respect to Tencent Cloud.</p> <p>Currently, Tencent Cloud has obtained multiple security and privacy compliance certifications and qualifications through third-party independent audits or assessments. Based on customer needs, it issues attestation-type System and Organization Controls (SOC) reports to disclose the latest internal control status of Tencent Cloud's service organization to cloud user institutions, independent auditors, regulatory authorities, company shareholders and other relevant stakeholders. Specifically for the Thailand region, Tencent Cloud has successfully passed the IT compliance audit for the Thai financial industry conducted by an independent third party. Customers can independently download the latest report from the Tencent Cloud <a href="#">Compliance Document Center</a></p> |

| No.          | Domain                                   | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| Attachment 3 | Guidelines on business partner selection | <p>Financial institutions must set out guidelines on appropriate business partner selection prior to entering into contracts or agreements or review to extend contract or agreement. Financial institutions must set out the guidelines on business partner selection according to the level of risk and service used, covering key issues as follow:</p> <ol style="list-style-type: none"> <li>(1) Technical capability, expertise, operational experiences, and readiness to provide service</li> <li>(2) Financial stability</li> <li>(3) Business reputations, complaint history, or prosecution history</li> <li>(4) Organizational culture and service provision policy that is suitable for financial institutions</li> <li>(5) Capability to adapt to new developments</li> <li>(6) Concentration risk that such business partner provides service to many other financial institutions or other persons simultaneously</li> <li>(7) Has guidelines on considering the use of services from business partners that are related to directors and senior managers (conflict of interest)</li> </ol> | <p>Customers shall establish service provider selection criteria prior to signing new contracts or renewing existing ones. These criteria shall primarily cover technical and professional capabilities, financial strength, business reputation, organizational culture compatible with that of the financial institution, capability to adapt to emerging developments, concentration risk, as well as explicit provisions for considering the outsourcing of services related to the board of directors and senior management.</p> <p>Tencent Cloud designates dedicated personnel to actively respond to and cooperate with customers' due diligence activities. The following is an overview of Tencent Cloud's practices as a cloud service provider in responding to due diligence requirements across various aspects:</p> <ul style="list-style-type: none"> <li>• <b>Professional and Technical Capabilities</b></li> </ul> <p>Tencent Cloud demonstrates its comprehensive technical prowess as an industry leader through its robust cloud computing technologies, big data processing capabilities, artificial intelligence applications, network security protection, cloud-native technologies, global data center footprint, and industry-specific solutions. These technical capabilities not only ensure the stability and reliability of Tencent Cloud services but also deliver a secure and trusted cloud computing environment for customers. Tencent Cloud's sophisticated operational security capabilities also enable it to provide round-the-clock technical support for cloud products to customers.</p> <ul style="list-style-type: none"> <li>• <b>Operational Experience</b></li> </ul> <p>Tencent Cloud ranks among the industry leaders in terms of operational capabilities and scale. Its data centers are located across</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|     |        |                     | <p>multiple regions worldwide, covering mainland China, the Asia-Pacific region, North America, and Europe.</p> <ul style="list-style-type: none"> <li> <b>Financial Strength</b> <p>As a flagship cloud computing brand fully developed by Tencent Holdings Ltd., Tencent Cloud benefits from the Group's strong financial strength and sound financial standing. Since officially launching its cloud services in 2010, Tencent Cloud has achieved substantial growth in key financial metrics such as revenue and profitability. It has also been recognized by Gartner, a world-leading industry research institution, for four consecutive years, ranking second among Chinese vendors in the strategic quadrant.</p> </li> <li> <b>Business Reputation</b> <p>As the cloud computing arm of Tencent—a leading enterprise in China's internet industry—Tencent Cloud has obtained numerous professional certifications from industry organizations and provides comprehensive cloud computing solutions. It has partnered with over 11,000 collaborators and delivered more than 400 industry-specific solutions to enterprise customers spanning over 30 sectors.</p> </li> <li> <b>Organizational Culture and Service Policies Compatible with Financial Institutions</b> <p>Tencent Cloud has tailored a wide range of solutions for numerous financial institutions and provides regulatory-compliant financial private cloud services for a large number of banking customers, boasting financial-grade security and compliance capabilities. It can customize solutions according to customer needs and flexibly adapt to different corporate cultures and strategies.</p> </li> <li> <b>Capability to Adapt to Emerging</b> </li> </ul> |

| No.          | Domain                                                                   | Summary of Controls                                                                            | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|              |                                                                          |                                                                                                | <b>Developments</b> <p>Tencent Cloud actively tracks market trends and technological advancements and continuously launches innovative products and services to maintain its market-leading position and meet customers' latest requirements.</p> <ul style="list-style-type: none"> <li> <b>Risk Management Capabilities</b> <p>Tencent Cloud has formulated a risk governance framework and related procedures and continuously improves risk management measures and internal monitoring systems. By steadily enhancing the development of risk culture, Tencent Cloud effectively strengthens its internal risk management capabilities to ensure the healthy and sustainable development of its business.</p> </li> </ul>                                                                                                                                                                                                                                                                                                                                          |
| Attachment 4 | Issues that should be included in business partner contract or agreement | Financial institutions must enter into contract or agreement with business partner in writing. | <p>Customers shall sign written contracts and agreements with service providers, covering such contents as the scope of outsourced services, performance and risk management standards, service level agreements, business continuity, service fees, contract termination for breach or early exit, notification of adverse events, dispute resolution, confidentiality and security, subcontracting, offshore outsourcing, and audit rights.</p> <p>Tencent Cloud makes available online legal documents such as the <a href="#">Terms of Service</a> , <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a> on its official international website. These documents clearly define the scope and service levels of the services provided by Tencent Cloud, the protection of user data and intellectual property rights, the security responsibilities and obligations of both customers and Tencent Cloud, as well as the service term and scenarios for agreement termination. Meanwhile, customers may opt</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                         |
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|     |        |                     | to sign customized agreements with Tencent Cloud to negotiate and modify specific terms and details of the agreements, to create a customized agreement that complies with regulatory requirements and can be approved by the customers' internal procurement/legal departments. |



08

# How Tencent Cloud Meets and Assists Customers to Meet the Requirements of BOT No. SorNorChor 1/2564 Regulations on the IT Supervision of Payment Systems and Service Providers

Based on the existing information technology regulatory framework, the Bank of Thailand (BOT) has formulated the [Regulations on the IT supervision of payment systems and service providers](#) aiming to ensure that regulated payment systems and service providers maintain sound information technology governance, safeguard information technology security, and properly manage relevant risks. The IT risk management regulatory requirements under these regulations mainly consist of two parts:

- **Basic Information Technology Security Hygiene Measures (Cybersecurity Hygiene):** These are fundamental security measures that all regulated payment systems and service providers must implement, designed to enhance their security protection level and resilience against major cyber threats.
- **Information Technology Risk Management:** Applicable to payment systems of material importance and their service providers, this requirement mandates the establishment of an appropriate IT risk management framework. This includes having a suitable organizational structure and management elements, as well as clarifying the board of directors' responsibilities for formulating a comprehensive IT risk management policy and overseeing IT risks to ensure alignment with the characteristics of service provision or business operations. The requirements set out in its annexes and appendices are highly consistent in core content with those of the Regulatory Rules for Information Technology Risk Supervision of Financial Institutions and Specialized Financial Institutions. However, compared with the latter, its control requirements are relatively simplified. For details on how Tencent Cloud, as a cloud service provider, complies with and assists customers in meeting relevant IT risk management requirements, financial institutions may refer to the relevant areas and content in Chapter 5 of this document—[How Tencent Cloud Complies with and Assists Customers in Meeting the BOT's Regulatory Rules for Information Technology Risk Supervision of Financial Institutions and Specialized Financial Institutions](#)—at their discretion.

In this chapter, Tencent Cloud will extract and summarize the control requirements relevant to cloud service providers as stipulated in the Regulations on the IT supervision of payment systems and service providers, and elaborate on how Tencent Cloud, as a cloud service provider, assists financial institutions in complying with such requirements.

## 8.1 Essential Cyber Hygiene Measures

| No.   | Domain                                       | Summary of Controls                                                                                                                                                                                                                                                                              | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| 5.1.1 | IT Security Baseline and Hardening Standards | Establish clear, documented minimum security baselines and security hardening configurations covering operating systems, database systems, applications, network devices, and network security devices supporting critical systems. Implement and regularly review adherence to these standards. | Customers shall formulate security configuration baselines for critical systems, conduct regular reviews to verify the accuracy and timeliness of configuration information. If customers are unable to implement such configuration baselines, they shall conduct risk assessments and adopt appropriate control measures to manage risks.<br><br>Customers may adopt the <a href="#">Cloud Workload Protection Platform (CWPP)</a> service. Based on Tencent's accumulated massive threat intelligence data, this service can help customers manage |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                              | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|     |        | <p>If a service provider or business operator cannot comply with the established standards, they must establish an exception approval process to assess the associated risks and implement adequate and appropriate compensating controls before proceeding.</p> | <p>security baselines. CWPP supports baseline detection with optional modes including one-click detection and scheduled detection, and also allows users to view baseline compliance rates and remediation recommendations. In addition, CWPP provides Tencent Cloud's default baseline policies, facilitating customers in better managing server baseline security. The <a href="#">Cloud Security Center (CSC)</a> offers automated inspection and assessment capabilities for cloud product configuration risks, covering multiple cloud products such as Cloud Virtual Machines, Object Storage, Cloud Databases, and Load Balancers. It helps customers mitigate security risks arising from incorrect security configurations in cloud product usage and improve the overall cloud security posture. Meanwhile, customers can leverage <a href="#">Config</a> to implement centralized audit and governance of cloud resources. It continuously records configuration information and configuration changes of various cloud resources across different regions under the customer's account, and automatically conducts ongoing compliance assessments of cloud resource configurations under the enterprise account based on Tencent Cloud best practice rules and compliance package templates to identify non-compliant resource configurations, thereby achieving automated monitoring and management of cloud resources.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has also established an internal set of cybersecurity configuration standards and security baseline standards, which are designed to standardize the management of security configurations for network devices, firewalls, host server operating systems, databases, and application systems. Tencent Cloud further utilizes scanning tools to scan the configurations of operating systems, database management systems, network devices, and virtual images, identifying and rectifying deviations from the standard configurations defined in the baseline documents.</p> |

| No.   | Domain                    | Summary of Controls                                                                                                                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |                           |                                                                                                                                                                                                                                                                                                          | Once a deviation from the standards is detected, the system will automatically generate a security ticket and send it to the responsible department for timely handling.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 5.1.2 | Malware Protection        | Implement tools for malware protection and ensure they are regularly updated to remain current and effective against emerging threats, thereby reducing the risk of attacks via malware.                                                                                                                 | <p>Customers shall deploy tools to guard against malicious programs and update virus databases in a timely manner to respond to emerging threats.</p> <p>Customers can adopt <a href="#">Cloud Workload Protection Platform (CWPP)</a> to provide security protection for cloud hosts. Based on accumulated massive threat data, CWPP leverages machine learning to offer customers security protection services such as hacker intrusion detection and vulnerability risk alerts. Its security features include brute-force attack prevention, abnormal login notifications, malware detection, and high-risk vulnerability scanning, addressing the main cybersecurity risks faced by current servers.</p> <p>To assist customers in complying with regulatory requirements, regarding physical host security, Tencent Cloud has deployed Endpoint Detection and Response (EDR) tools to conduct comprehensive monitoring and control of server endpoint assets across the entire network. The EDR tools adopted by Tencent Cloud support functions such as antivirus and intrusion detection, security baseline and vulnerability scanning, and security compliance auditing for command operations and login behaviors, triggering alerts when malicious programs or abnormal activities are identified.</p> |
| 5.1.3 | Security Patch Management | Establish a process for managing security patches for all systems and devices to reduce the risk of IT systems being attacked through newly discovered vulnerabilities. Patches must be applied within a timeframe appropriate to the risk level of the vulnerability and the criticality of the system. | <p>Customers shall establish a security patch management process and deploy patches based on the severity of the patches and the importance of the systems. If no official security patches have been released for newly discovered vulnerabilities or the installation of security patches is not feasible, customers shall adopt appropriate control measures to manage the associated risks.</p> <p>Customers can also leverage <a href="#">Cloud Workload Protection Platform (CWPP)</a> to detect Linux software vulnerabilities, Windows system</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|     |        | <p>If the system or device vendor has not yet officially released a security patch to address a newly discovered vulnerability, the service provider or business operator must implement alternative controls to mitigate the risk of attack via that vulnerability.</p> <p>However, if installing a security patch is not possible, the entity must establish an exception approval process, conduct a risk assessment, and consider adequate and appropriate risk mitigation controls.</p> | <p>vulnerabilities, Web-CMS vulnerabilities, and application vulnerabilities, issue real-time alerts, and obtain vulnerability remediation solutions, helping them respond rapidly to vulnerability risks.</p> <p><a href="#">Tencent Container Security Service (TCSS)</a> is a virtual patching system developed by Tencent Cloud Security to defend against frequently emerging zero-day vulnerabilities. It integrates Tencent's vulnerability mining and real-time high-risk vulnerability alert technologies to capture and analyze vulnerabilities, generate virtual patches based on Tencent's professional expertise, and automatically enforce these virtual patches on cloud servers, effectively blocking hacker attacks. In addition, customers can use <a href="#">Vulnerability Scanning Service (VSS)</a> to conduct regular security scans, continuous risk alerts, and vulnerability detection on the availability, security, and compliance of the enterprise's network devices and application services, and reduce enterprise security risks by following the professional remediation recommendations provided by VSS.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established an internal vulnerability scanning mechanism and an external vulnerability collection platform. Tencent Cloud utilizes a vulnerability scanning system to conduct regular scans for security vulnerabilities in the cloud environment. <b>The scanning scope covers the virtualization layer, system layer, and application layer. Upon completion of the scanning, the Tencent Cloud security team will analyze, categorize, and address the discovered vulnerabilities. Any identified security vulnerabilities are logged into the ticketing system to ensure they are properly handled within the stipulated timeframe.</b></p> <p>Tencent Cloud identifies the latest patches and conducts thorough security testing on them prior to installation to ensure the security of patch deployment. Tencent Cloud regularly notifies internal business teams to perform patch upgrades</p> |

| No.   | Domain                             | Summary of Controls                                                                                                                                                                                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |                                    |                                                                                                                                                                                                                                                                                                                                                                                 | and installations, uses endpoint detection tools to periodically scan patch installation status, and automatically generates alert work orders for devices with overdue patches pending installation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 5.1.4 | Privileged User Account Management | Strictly define control measures and restrict the use of privileged user accounts, such as procedures for granting access rights, defining usage periods, conducting post-usage reviews, and setting strong passwords for operating systems, database systems, applications, network devices, and network security devices, to prevent unauthorized use of privileged accounts. | <p>Customers shall establish a privileged user management mechanism to control the authorization assignment, validity period, and operation audit of privileged accounts, so as to prevent unauthorized use of high-privilege accounts.</p> <p>Customers can use <a href="#">Cloud Access Management (CAM)</a> to assign resource permissions to sub-users via tags, achieving granular access control over cloud resources. CAM also supports viewing and tracking employee operation records through <a href="#">CloudAudit</a>. Additionally, Tencent Cloud provides <a href="#">Bastion Host (BH)</a>, which enables fine-grained authorization based on users, assets, accounts, and operation permissions, ensuring users only have the minimum permissions required to access assets and complete work tasks.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has also defined internal management requirements for special access permissions. A bastion host solution has been fully deployed in Tencent Cloud's production environment, providing centralized control over the administrator account permissions of backend system components. Access to the bastion host by internal operation and maintenance (O&amp;M) personnel requires authorization and approval, which is restricted to specific internal O&amp;M staff of Tencent Cloud. Login to the bastion host mandates two-factor authentication (2FA), and password policies for employee accounts are configured in accordance with security baselines. O&amp;M operation records are centrally stored in a log platform, and the logs are subject to regular review by Tencent Cloud's internal audit team.</p> <p>Tencent Cloud maintains records of the identity information of personnel corresponding to job</p> |



| No.   | Domain                            | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|       |                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | roles and the permission levels of various business systems. Regular internal permission review work is organized to ensure that permissions are not subject to abuse or misuse.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 5.1.5 | Multi-Factor Authentication (MFA) | <p>Implement multi-factor authentication in the following cases:</p> <p>(1) All privileged user accounts for operating systems, database systems, applications, network devices, and network security devices.</p> <p>(2) All user accounts capable of accessing customer data within operating systems, database systems, applications, network devices, and network security devices that are internet-facing (connected to public communication networks).</p> <p>If an operating system, database system, application, network device, or network security device does not support multi-factor authentication, the service provider or business operator may use an alternative method of equivalent effectiveness to reduce the risk of easily compromised authentication.</p> <p>However, if compliance is not possible for certain systems or devices, the entity must establish an exception approval process, conduct a risk assessment, and consider adequate and appropriate risk mitigation controls.</p> | <p>Customers shall implement multi-factor authentication for high-privilege user accounts as well as accounts that access confidential information via the Internet.</p> <p>Tencent Cloud provides customers with <a href="#">Cloud Access Management (CAM)</a>, which helps them securely and granularly manage access to Tencent Cloud products and resources. It supports multiple forms of secondary identity verification, including verification via MFA devices or mobile verification codes, to confirm the security and reliability of both the identity and the environment before login and sensitive operations are performed.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has also formulated internal access control authorization policies and a segregation of duties matrix mechanism, and implemented two-factor authentication for user login accounts through the zero-trust security management system. In addition, a bastion host solution has been fully deployed in Tencent Cloud's production environment to centrally control the administrator account permissions of backend system components. Access to the bastion host by internal operation and maintenance (O&amp;M) personnel requires authorization and approval, and only authorized internal O&amp;M staff can log in via secondary identity verification.</p> |

| No.   | Domain                                           | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| 5.1.6 | Vulnerability Management and Penetration Testing | <p>Establish a process to conduct vulnerability assessments for all systems at least once per year, based on risk levels, and additionally whenever significant changes occur. Furthermore, conduct regular penetration testing, at least annually and after every significant change, by independent experts. This testing must cover internet-facing systems and networks (connected to public communication networks).</p> <p>Furthermore, if the BOT determines that the penetration test report is incomplete, the scope or methodology of the test does not adequately cover widely recognized critical vulnerabilities, or if the BOT otherwise deems it necessary or appropriate, the BOT may order the entity to appoint an independent external expert to conduct additional penetration testing.</p> | <p>Customers shall conduct regular vulnerability assessments and penetration testing to identify security vulnerabilities and evaluate their cybersecurity defense capabilities.</p> <p>In terms of penetration testing, Tencent Cloud provides <a href="#">Penetration Testing Service (PTS)</a> for customers. By fully simulating the attack techniques and vulnerability discovery methods that hackers may employ, PTS conducts in-depth detection of target system security through controlled and non-destructive methods. It identifies vulnerabilities in target systems and network devices, provides security hardening recommendations to help customers enhance system security, and supports verification after vulnerability remediation. For vulnerability scanning, customers can opt for <a href="#">Vulnerability Scanning Service (VSS)</a> to detect enterprise network assets and identify associated risks. Leveraging Tencent's years of accumulated security experience and threat intelligence, VSS has established a comprehensive and robust vulnerability rule base, and is equipped with professional and efficient detection capabilities for 0Day/1Day/NDay vulnerabilities. It can perform regular security scanning, continuous risk alerts, and vulnerability detection on the availability, security, and compliance of customer assets, provide customers with professional remediation recommendations, and mitigate security risks. VSS also supports integration with cloud products such as Cloud Workload Protection Platform (CWPP) and Web Application Firewall (WAF), forming a closed loop from risk monitoring to risk remediation.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud regularly generates scanning tasks through its vulnerability scanning system to conduct vulnerability scans on assets in the cloud environment, and performs analysis, classification, and remediation of detected vulnerabilities. Tencent Cloud's security team</p> |



| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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|     |        |                     | <p>conducts regular full-link large-scale penetration testing, and flexibly carries out targeted penetration testing prior to new product launches or in the event of major system changes. Penetration testing results are notified to relevant responsible departments via security work orders, which are required to promptly patch vulnerabilities or implement other compensatory control measures, ensuring that exploitable vulnerabilities identified in penetration testing are properly addressed.</p> <p>In addition, Tencent Cloud regularly conducts red team-blue team exercises to simulate and defend against cyberattacks in real combat scenarios. Tencent Cloud has also established an external vulnerability feedback platform and launched a Vulnerability Reward Program, inviting industry security experts to help identify system security vulnerabilities and risks from a hacker's perspective. This enables timely remediation of security issues and safeguards the ecological security of Tencent Cloud.</p> |

## 8.2 Information Technology (IT) Risk Management

| No.   | Domain        | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 5.2.1 | IT Governance | <p>Establish an appropriate structure defining roles and responsibilities for IT risk oversight, starting from the board of directors and senior management, who must demonstrate commitment and drive the enhancement of IT risk management. Establish relevant policies for IT risk oversight, communicate these policies effectively, and oversee their implementation. Furthermore, designate a responsible person for managing IT security. Additionally, foster a culture</p> | <p>Customers shall establish an information technology (IT) risk governance framework, clarify the roles and responsibilities of the board of directors and senior management, and formulate IT risk governance policies, with management overseeing the implementation of such policies. In addition, customers should assign dedicated personnel to be responsible for IT security management and foster a culture of IT risk awareness within the organization.</p> <p>To assist customers in complying with regulatory requirements, in terms of cybersecurity strategy, Tencent Cloud has launched the "Digital Security Immunity" model framework to address more complex cyber threats and security risks in the digital era. This framework proposes an immune-based approach to synergize security development</p> |

| No.   | Domain      | Summary of Controls                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|       |             | and shared awareness across the entire organization, ensuring continuous recognition of IT risks.                                                  | <p>with business growth in the new period, focusing on enterprises' data and business to build a resilient, adaptive, and scalable security immunity system that safeguards high-quality development for enterprises in the digital age.</p> <p>With the goal of "enhancing enterprises' digital security immunity and enabling resilient development in the digital era", Tencent Cloud is committed to improving its cloud security system, building security and compliance capabilities, and formulating cloud security standards. Based on this comprehensively designed model framework, Tencent Cloud achieves full-spectrum protection through diversified products and security features, with corresponding security functions integrated into products at all levels.</p> <p>Tencent Cloud has established a Security Technology Committee and specialized security teams across various functions and domains, along with sound internal human resource management standards and procedures to ensure the selection, recruitment, and deployment of personnel that meet job requirements. Tencent Cloud has assembled a team of senior industry experts dedicated to providing customers with secure, reliable, professional, and compliant products and services. In addition, Tencent Cloud has established diverse career development paths, equipped employees with abundant and high-quality learning resources, and continuously optimized training courses and systems to support employees' personal growth and career development.</p> <p>For more information on IT governance, please refer to Chapter 5.2 of this guideline: "<a href="#">5.2 Rules for Information Technology Risk Supervision- Annex 1: Information Technology Governance</a>".</p> |
| 5.2.2 | IT Security | Establish processes to manage and control the IT systems supporting service delivery, ensuring they are secure, accurate, reliable, and available. | Customers shall formulate and maintain information security policies, standards, and procedures to manage and control the information technology (IT) systems supporting service operations, and regularly review and update these policies and procedures.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| No.   | Domain             | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                          | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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|       |                    | Develop specific procedures and processes for IT security based on the organization's IT security policy.                                                                                                                                                                                                                                                                                    | <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established an Information Security Management Policy, which consists of an overall information security strategy, a security organizational structure, and a security management system. This policy effectively supports the secure operation and risk management of the cloud platform, and guides the daily work and management processes of all departments and employees of the company. Tencent Cloud's Information Security Management Policy is regularly reviewed to ensure that the control objectives, control procedures, and control measures of the cloud security management system comply with relevant security strategies, standards, procedures, and legal requirements, thereby safeguarding the adequacy and effectiveness of the information security policy.</p> <p>For more information on IT security management, please refer to Chapter 5.3 of this guideline: <a href="#">"5.3 Rules for Information Technology Risk Supervision - Annex 2: Information Technology Security Management"</a>.</p> |
| 5.2.3 | IT Risk Management | Implement comprehensive and organization-wide IT risk management practices appropriate to the entity's risk appetite. Establish an IT risk management policy that clearly defines the organizational structure and the roles and responsibilities of personnel involved in IT risk management. This policy must be used to develop specific procedures and processes for IT risk management. | <p>Customers shall establish an information technology (IT) risk management system, implement effective risk management practices and control measures, clarify the relevant responsible persons for IT risk management, and regularly review their risk management policies.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated an internal Information Security Risk Management Procedure, which clearly defines work content including risk identification, risk analysis, development of risk treatment plans, and risk tracking and monitoring. Tencent Cloud conducts risk assessments regularly, identifying risks based on risk scenarios, business products, or service processes. For the identified risks, Tencent Cloud classifies risk levels by assessing the likelihood and impact of each risk, and takes corresponding follow-up actions, with all process activities properly</p>                                                                                                                                                               |

| No.   | Domain        | Summary of Controls                                                                                                                                                                                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|       |               |                                                                                                                                                                                                                                                                                                                                            | <p>documented. Tencent Cloud also continuously tracks the progress of risk treatment, assesses residual risks, and ensures that relevant responsible persons have appropriately managed risks in accordance with Tencent Cloud's risk management requirements. In addition, Tencent Cloud continuously maintains and revises risk assessment methods and risk registers based on industry trends in the cloud sector and internal management practices.</p> <p>For more information on IT risk management, please refer to Chapter 5.4 of this guideline: "<a href="#">5.4 Rules for Information Technology Risk Supervision - Annex 3: Information Technology Risk Management</a>".</p>                                                                                                                                                                                                                                                                                                 |
| 5.2.4 | IT Compliance | Oversee compliance with relevant laws and regulations related to information technology (IT compliance), such as the Electronic Transactions Act, the Computer Crime Act, the Cybersecurity Act, or the Personal Data Protection Act, to prevent violations or non-compliance with regulations issued by relevant supervisory authorities. | <p>Customers shall monitor their compliance with laws, regulations, and regulatory requirements related to information technology (IT).</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud strictly adheres to the laws and regulations of the jurisdictions where it operates, and has established security and compliance-related procedures to ensure that information security operations comply with the requirements of relevant laws, regulations, standards, and procedures. Tencent Cloud's legal team continuously identifies and collects compliance requirements relevant to the company's business, compiles a corresponding list of laws and regulations, and conducts regular maintenance and updates.</p> <p>For more information on IT compliance management, please refer to Chapter 5.5 of this guideline: "<a href="#">5.5 Rules for Information Technology Risk Supervision - Annex 4: Information Technology Compliance</a>".</p> |
| 5.2.5 | IT Audit      | Arrange for IT audits to be conducted by independent auditors. Furthermore, ensure follow-up actions are taken to address findings from these                                                                                                                                                                                              | Customers shall establish an information technology (IT) audit mechanism, conduct regular IT risk audits, and track and follow up on the implementation of corrective actions for audit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| No. | Domain | Summary of Controls                                                                                                                                   | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|     |        | audits, to provide assurance that adequate measures are in place for IT security, risk management, and compliance with relevant laws and regulations. | <p>findings.</p> <p>Tencent Cloud's security team continuously monitors and assesses internal security risks to ensure the effectiveness and reliability of the information security management system. The security team performs internal security audits at least once a year and continuously monitors the cloud platform and internal systems to maintain a sound security posture and compliance with relevant laws, regulations, and security management standards. In addition, Tencent Cloud undergoes professional audits by independent third parties on an annual basis, and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports. Specifically for the Thailand region, Tencent Cloud has successfully passed the IT compliance audit for the Thai financial industry conducted by an independent third party. Customers can independently download the latest reports from <a href="#">Compliance Document Download</a>.</p> <p>For more information on IT auditing, please refer to Chapter 5.6 of this guideline: "<a href="#">5.6 Rules for Information Technology Risk Supervision - Annex 5: Information Technology Audit</a>".</p> |

### 8.3 Notification or Reporting to the Bank of Thailand (BOT)

| No. | Domain                                                                               | Summary of Controls                                                                                                                                                                                                                                  | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                 |
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| 7.1 | Notification of Significant Technology Adoption or Changes to Systems or Information | Service providers must notify the BOT, at least 15 days in advance via the channels designated by the BOT, of any significant adoption of new technology or significant changes to systems or information technology, whether implemented internally | <p>When customers implement significant technological applications or make major changes to IT systems—whether such changes are self-implemented or provided by third-party service providers—they shall notify the Bank of Thailand (BOT) through the designated channels and obtain prior approval at least 15 days before implementation.</p> <p>To assist customers in complying with regulatory</p> |

| No. | Domain                 | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|     | Technology             | or involving the use of services, connections, or data access from external parties.                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p>requirements, Tencent Cloud classifies the impact level of operation and maintenance (O&amp;M) requests based on attributes such as importance/urgency and scope of changes. For change requests that may affect external-facing products, infrastructure, or network configurations, Tencent Cloud will notify customers through announcements, emails, the Tencent Cloud official console, and/or other appropriate channels.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7.2 | Reporting of IT Issues | <p>Service providers must report to the BOT immediately upon occurrence or discovery, via the channels designated by the BOT, any significant problems or incidents involving information technology that impact service delivery, systems, or reputation. This includes significant IT systems being attacked or threatened by cyber threats, and incidents that require reporting to the highest level of management. The initial report must be made promptly, followed by additional information on the cause and remedial actions.</p> | <p>When customers occur or detect major information technology (IT) issues or incidents, they shall promptly notify the Bank of Thailand (BOT) through the designated channels, and subsequently provide supplementary explanations on the incident causes and corrective actions.</p> <p>To assist customers in complying with regulatory requirements, <b>regarding incident communication and notification</b>, Tencent Cloud has formulated Information Security Incident Management Specifications and established relevant procedures including information security incident response, escalation, and notification. These procedures ensure timely early warnings or notifications to relevant parties such as internal personnel and customers who may be or have been affected by the incident, facilitating orderly, timely, and efficient communication and coordination among all parties.</p> <p><b>For security incidents that may impact customers</b>, Tencent Cloud will, after internal review based on the scope and severity of the information security incident, notify customers of the handling and analysis results through appropriate means and provide corresponding technical support to assist customers in taking remedial measures to minimize losses.</p> <p><b>Regarding customers' reporting of issues or proactive contact with Tencent Cloud</b>, the Tencent Cloud official console provides a work order service, enabling customers to report faults, incidents, problems, and complaints related to security, availability, and confidentiality. Tencent Cloud's</p> |

| No. | Domain                                                                            | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|     |                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <p>work order system assigns priorities to customers work orders through a hierarchical response mechanism. If the frontline technical team is unable to resolve the issue effectively, the system will automatically trigger a service escalation process, with product or technical teams intervening to collaborate on resolution, ensuring timely response and handling of customers' needs or feedback.</p> <p>In addition, Tencent Cloud provides online and telephone channels on its official website to support customers in providing feedback on issues encountered while using Tencent Cloud services. Tencent Cloud operates multi-region mutually redundant customer service centers, capable of handling customer inquiries or needs 24/7 without interruption, delivering high-quality, round-the-clock technical support.</p> <p>Customers may also select applicable service plans to access exclusive support, including dedicated support groups, dedicated technical account managers, and value-added services.</p> |
| 7.3 | Reporting of Assessment Results on Compliance with IT Risk Supervision Guidelines | <p>Significant payment system operators, payment system operators under supervision, and significant payment service operators under supervision must submit to the BOT the results of their assessment of compliance with the IT risk supervision guidelines. This includes compliance with both the Essential Cyber Hygiene measures and the IT Risk Management guidelines.</p> <p>Regulated payment service operators that are not part of critical payment systems only need to submit the assessment results of the Essential Cyber Hygiene measures.</p> <p>Assessment results must be</p> | <p>Customers shall prepare and submit reports in accordance with the timelines and formats specified by the Bank of Thailand (BOT), and shall submit the IT Risk Management Compliance Assessment Report in the format and through the channels prescribed by the BOT within 30 days after the end of each calendar year.</p> <p>Tencent Cloud will provide dedicated personnel assistance based on actual circumstances, and actively respond to and support the audit and supervision requirements imposed on Tencent Cloud by customers and Thai financial regulatory authorities.</p> <p>Tencent Cloud also undergoes regular professional and independent third-party audits. By providing System and Organization Controls (SOC) reports with assurance properties, Tencent Cloud discloses the latest internal control status of its service organization to cloud user institutions, independent auditors, regulatory authorities, shareholders, and</p>                                                                          |

| No. | Domain                                 | Summary of Controls                                                                                                                                                                                                                                                                                                                    | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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|     |                                        | submitted to the BOT within 30 days after the end of each calendar year, using the format and channels specified by the BOT.                                                                                                                                                                                                           | other relevant stakeholders. Specifically for the Thai market, Tencent Cloud has completed IT compliance audits tailored to Thailand's financial industry conducted by independent third parties. Customers can independently download the latest reports from <a href="#">Compliance Document Download</a> .                                                                                                                                                                                                                                                                                                         |
| 7.4 | Reporting of Significant Third Parties | Significant payment system operators, payment system operators under supervision, and significant payment service operators under supervision must submit quarterly reports to the BOT on the use of services, connections, or data access involving significant external parties, using the format and channels specified by the BOT. | <p>If a customer is identified as an operator of an important payment system, a regulated payment system operator, or an important regulated payment service operator, it shall report on the usage of services provided by major third parties quarterly in the format and through the channels specified by the Bank of Thailand.</p> <p>Tencent Cloud will provide dedicated personnel assistance based on actual circumstances and actively respond to and support the audit and supervision rights and interests of customers and Thailand's financial regulatory authorities with respect to Tencent Cloud.</p> |



09

# How Tencent Cloud Meets and Assists Customers to Meet the Requirements of BOT No. SorNorChor 6/2561 Regulations on General Supervision of Undertaking Designated Payment Service Business

The Bank of Thailand has formulated the [Regulations on General Supervision of Undertaking Designated Payment Service Business](#), which defines the regulatory framework for conducting designated payment service<sup>4</sup> operations. This enables service providers to focus on four key areas: financial soundness, internal governance, risk management and security, as well as user rights protection, to enhance the competitiveness and efficiency of service providers.

In this chapter, Tencent Cloud will extract and summarize the control requirements relevant to cloud service providers as stipulated in the Regulations on General Supervision of Undertaking Designated Payment Service Business, and elaborate on how Tencent Cloud, as a cloud service provider, assists financial institutions in complying with such requirements.

| No.          | Domain                         | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 4.2.3<br>(1) | Risk management policy         | (1) Establish clear risk management policy for payment service in writing to be in line with business model, size, volume of transaction and complexity of the business, which must be approved by the board of directors or the assigned committee. It should incorporate the guidelines, practices, authorized persons for risk management and assessment, as well as report the outcome to the board of directors or the committee or the authorized management within appropriate timely manner. | Customers shall formulate payment service risk management policies that match their business models, scales, transaction volumes and business complexity. These policies shall be approved by the board of directors or a designated committee, and the results of risk management shall be reported regularly to the board of directors, the committee or the authorized management.<br><br>Tencent Cloud develops and maintains an internal risk management framework in accordance with the ISO/IEC 27001:2022 standard to identify, analyze and manage identified risks. Tencent Cloud conducts formal risk assessment regularly. For the identified risks, it assigns scores based on asset value, risk likelihood and risk impact, and calculates the risk levels. Based on the results of risk analysis, Tencent Cloud provides response strategies and corresponding mitigation measures for the identified risks to reduce such risks to an acceptable level. |
| 4.2.3<br>(2) | Business Continuity Management | (2) Establish Business Continuity Management (BCM) and Business Continuity Plan (BCP) to support any problems or incidents that may occur, and to be consistent with the type and complexity of the                                                                                                                                                                                                                                                                                                  | Customers shall establish business continuity management strategies and business continuity plans that match the type and complexity of their businesses to respond to various potential issues or incidents.<br><br>To ensure that customers can rapidly respond to and recover critical functions in the event of a disaster,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

<sup>4</sup> Designated Payment Services: According to Section 16 of the Payment Systems Act, "designated payment services" specifically include six major categories of businesses: Credit card, debit card, or ATM card services; E-money services; Acceptance of electronic payments on behalf of sellers/service providers/creditors—i.e., acquiring or payment facilitation services; Fund transfers via electronic means—i.e., electronic fund transfers; Other payment services that may have an impact on the financial system or public interests.

| No. | Domain | Summary of Controls                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|     |        | businesses in order to minimize the impact. | <p>various cloud products and services provided by Tencent Cloud—including computing services, network services, storage services, database services, container and middleware services, and security services—are designed with high availability and come with corresponding disaster recovery plans. Examples are as follows:</p> <ul style="list-style-type: none"> <li>• <b><u>Cloud Load Balancer (CLB)</u></b> provides secure and efficient Layer 4 and Layer 7 traffic distribution services. It expands the external service capabilities of application systems through traffic distribution, eliminates single points of failure, and adopts cluster deployment with timely removal of faulty instances to achieve high availability.</li> <li>• <b><u>Cloud Virtual Machine (CVM)</u></b> features high service availability and data reliability. The Cloud Block Storage mounted on CVM adopts a triple-replica storage strategy, ensuring rapid migration and recovery of data in the event of a failure of any replica.</li> <li>• <b><u>Cloud Object Storage (COS)</u></b> provides redundant data storage across multiple architectures and devices, offers remote disaster recovery and resource isolation capabilities for customer data, and ensures data durability.</li> <li>• <b><u>TencentDB for MySQL</u></b> supports high data reliability and service availability, with a comprehensive automatic data backup and lossless restoration mechanism in place.</li> <li>• <b><u>Tencent Kubernetes Engine (TKE)</u></b> adopts a distributed service architecture to ensure automatic fault recovery and rapid migration of services; combined with distributed storage for stateful service backends, it achieves secure and highly available services and data.</li> </ul> <p>Tencent Cloud's regions are fully isolated from each other, ensuring maximum stability and fault tolerance across different regions. To guarantee</p> |

| No.          | Domain    | Summary of Controls                                                    | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|              |           |                                                                        | <p>high data availability, each region is further divided into multiple mutually isolated Availability Zones (AZs). Tencent Cloud's multi-AZ design can effectively reduce the impact of single points of failure and ensure that failures between AZs are isolated from each other, thereby providing guarantees for customers' business continuity.</p> <p>To ensure the continuous availability of customers' businesses, Tencent Cloud has designed and implemented a business continuity management framework suitable for its own cloud computing environment, and has obtained the international standard certification of ISO/IEC 22301 Business Continuity Management System. Tencent Cloud conducts business impact analyses on cloud products and services, defines recovery time objectives (RTO) and recovery point objectives (RPO) for each business, formulates different response strategies and business continuity plans based on the results of business impact analyses, and develops detailed disaster recovery plans for cloud products. Tencent Cloud regularly conducts business continuity drills and tests on cloud products in accordance with business continuity plans to ensure the feasibility of such plans and pre-planned responses.</p> |
| 4.2.3<br>(3) | Log Audit | (3) Establish working systems which are able to check the audit trail. | <p>Customers shall establish a log recording and audit system to ensure the traceability of historical records.</p> <p><b>To assist customers in collecting, aggregating and analyzing incident-related evidence,</b> Tencent Cloud provides <a href="#">Cloud Log Service (CLS)</a>. Adopting a highly available distributed architecture design, CLS implements multi-redundancy backup storage for log data, which prevents data unavailability caused by single-node service downtime, achieves high service availability, and provides stable and reliable service guarantees for log data. In addition, the <a href="#">Elasticsearch Service (ES)</a> is deployed in a logically isolated Virtual Private Cloud (VPC). Customers can have full control over their own environment configurations,</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|     |        |                     | <p>customize network access control lists and security groups, and are provided with a multi-AZ deployment solution, which can ensure uninterrupted service in the event of force majeure failures such as network outages or power outages in a single availability zone.</p> <p><b>For the collection and retention of network logs,</b> <u>Cloud Firewall (CFW)</u> supports full-traffic network log analysis with a maximum retention period of 6 months. It also provides advanced threat traceability analysis, enabling the analysis of domain name registration, resolution, filing, and historical resolution information.</p> <p><b>For the collection and retention of operation logs,</b> customers can use <u>CloudAudit</u> to conduct supervision, compliance checks, operation reviews, and risk audits of Tencent Cloud account activities. CloudAudit supports online access to Tencent Cloud console and cloud API operation records within 90 days.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established log collection and management specifications and mechanisms for logs such as login logs, operation logs, system regular logs, and system security event logs. These mechanisms govern the recording, extraction, storage, protection, analysis, and auditing of logs to detect and prevent abnormal system activities and risks. Logs are uniformly collected and managed in Tencent Cloud's log management platform, with backup and strict protection measures implemented to prevent unauthorized modification or deletion. Tencent Cloud audits logs through automated O&amp;M security audit tools and internal audit teams to detect system or operational anomalies, thereby mitigating operational risks.</p> |

| No.          | Domain                         | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| 4.2.3<br>(4) | Risk Management for IT Systems | (4.1) Comply with the regulations under the BOT's notification regarding policies and measures on security of IT systems in order to ensure that the designated payment services meet the IT risk management standards, and have security, integrity and availability to provide services with continuity.                                                                                                                                                                                                                            | Customers shall ensure that their payment services comply with IT risk management standards, conduct IT system security audits at least once a year, submit the audit reports to the board of directors or the committee for approval, and forward a copy of the audit report to the Bank of Thailand within 45 days from the date of audit completion.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|              |                                | (4.2) Perform an audit of IT system security at least once a year, and prepare an audit findings report and propose to the board or directors or the assigned committee to consider for approval, as well as submit a copy of the audit findings report to the BOT in writing or by the defined electronic means within 45 days from the day on which the audit is completed. The auditor, who carries out such audit, must have knowledge, experiences and be independent from the units responsible for performing the IT security. | To assist customers in complying with regulatory requirements, Tencent Cloud will provide dedicated personnel assistance based on actual circumstances and actively respond to and support the audit and supervision rights and interests of customers and Thailand's financial regulatory authorities with respect to Tencent Cloud.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|              |                                | In this regard, in case that the BOT considers that the audit findings of IT security contain inadequate information or ambiguous contents; or in case that the BOT considers it necessary or appropriate, the BOT may order the business providers of designated payment services to appoint an external auditor to perform the audit and report the audit findings to the BOT.                                                                                                                                                      | Tencent Cloud's security team continuously monitors and assesses internal security risks to ensure the effectiveness and reliability of the information security management system. The security team performs internal security audits at least once a year and continuously monitors the cloud platform and internal systems to maintain a sound security posture and compliance with relevant laws, regulations, and security management standards. In addition, Tencent Cloud undergoes professional audits by independent third parties on an annual basis, and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports. Specifically for the Thailand region, Tencent Cloud has successfully passed the IT compliance audit for the Thai financial industry conducted by an independent third party. Customers can independently download the latest reports from <a href="#">Compliance Document Download</a> . |



| No.          | Domain      | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|              |             | <p>In the case that business providers of designated payment services use services provided by other service providers or third parties (outsourcing) for the operation on behalf of themselves in the IT system functions, including functions that have a significant impact on the business, business providers of designated payment services are still responsible for service users in providing the services with continuity, security, reliability and for any potential damages as if the services are provided by business providers themselves. Business providers of designated payment services shall take actions as follows:</p>                 | <p>If customers engage IT system functions from outsourcing service providers to support their own operations, they shall establish a risk management process to select, monitor, evaluate and review the outsourcing service providers. They shall also sign outsourcing agreements with these providers to explicitly define their audit rights. In addition, customers shall formulate business continuity plans or disaster recovery plans, and conduct regular testing and updates of such plans. Furthermore, if customers opt for overseas outsourcing service providers, they shall assess risks associated with cross-border data transfers and other relevant risks.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 4.2.3<br>(5) | Outsourcing | <p>(5.1) Have in place an appropriate risk management process including selection, monitoring, evaluation and examination of the services provided by other service providers or third parties; and assess risks arising from outsourcing activities on a regular basis.</p> <p>In this regard, risk assessment should cover risks related to protection of confidentiality and data privacy as well as an impact on the critical systems of business providers of designated payment services.</p> <p>(5.2) Have in place an outsourcing agreement which indicates the rights of internal auditor, external auditor and the BOT to perform an audit of the</p> | <p><b>In response to customers' requests for due diligence, risk assessment or review,</b> Tencent Cloud will actively cooperate to provide relevant information. Based on actual circumstances and customer requirements, Tencent Cloud will negotiate with customers to specify the customers' audit and supervision rights in the agreements.</p> <p><b>Regarding the outsourcing agreements signed with customers,</b> Tencent Cloud makes available online legal documents such as the <a href="#">Terms of Service</a>, <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a> on its official international website. These documents clearly define the scope and service levels of the services provided by Tencent Cloud, the protection of user data and intellectual property rights, the security responsibilities and obligations of both customers and Tencent Cloud, as well as the service term and scenarios for agreement termination. Meanwhile, customers may opt to sign customized agreements with Tencent Cloud to negotiate and modify specific terms and details of the agreements, so as to create a customized agreement that complies with regulatory requirements and can be approved by the customers' internal procurement/legal departments.</p> <p><b>In terms of business continuity for outsourcing activities,</b> Tencent Cloud has designed and implemented a business continuity management</p> |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|     |        | <p>operations and internal control of other service providers or third parties in the parts relating to the undertaking of designated payment service business.</p> <p>(5.3) Have in place a Business Continuity Plan (BCP) or a Disaster Recovery Plan (DRP) that cover the outsourcing activities, including the testing and reviews of the implementation of the plans on a regular basis in order to ensure that the plan can be practically implemented.</p> <p>(5.4) In case of selecting service provided by other service providers or third parties from overseas especially for data storage, data processing or any other operations relating to data, business providers of designated payment services must assess potential risks that may arise from such offshore outsourcing activities such as the risk of not being able to access to data due to disruption or blocking of the communications networks or the international communications system (Information Access Risk) and the legal risk related to the compliance with foreign countries' regulations (Cross-border Compliance), as well as prepare the supporting plan to manage potential risks.</p> | <p>framework suitable for its own cloud computing environment, and has obtained the international standard certification of ISO/IEC 22301 Business Continuity Management System. Tencent Cloud conducts business impact analyses on cloud products and services, defines recovery time objectives (RTO) and recovery point objectives (RPO) for each business, formulates different response strategies and business continuity plans based on the results of business impact analyses, and develops detailed disaster recovery plans for cloud products. Tencent Cloud regularly conducts business continuity drills and tests on cloud products in accordance with business continuity plans to ensure the feasibility of such plans and pre-planned responses.</p> <p><b>For potential cross-border risks arising from the engagement of third-party service providers,</b> Tencent Cloud's infrastructure is deployed across multiple locations worldwide, consisting of Regions and Availability Zones (AZs). Each Region is an independent geographic area, and each Availability Zone is an independent fault domain with physical isolation from other AZs. Based on business development needs and data security requirements, customers can flexibly deploy their data and systems in different Regions or Availability Zones on their own initiative to meet business disaster recovery requirements. As of 2026, Tencent Cloud has deployed three data centers in Thailand, offering a range of cloud computing services including cloud servers, cloud databases, and CDN. Customers can choose to store and process their data locally in Thailand. Upholding the principle of openness and transparency, Tencent Cloud will promptly provide customers with relevant information through appropriate channels if they need to know details such as data storage locations—including the locations of data centers where data is stored, data cold backup status, and storage locations of cold backup data.</p> |



| No. | Domain | Summary of Controls | Tencent Cloud's Response |
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Tencent Cloud strictly complies with the laws and regulations of the jurisdictions where it conducts business operations.

# 10

## How Tencent Cloud Meets and Assists Customers to Meet the Requirements of BOT No. SorNorChor 11/2561 Policies and Measures on Security of Information Technology Systems

To establish standards for information security policies and measures of information technology systems pertaining to payment systems of material importance, designated payment systems, and designated payment services, the Bank of Thailand has issued the [Policies and Measures on Security of information Technology Systems](#) in accordance with the relevant laws governing payment systems. In its appendix, Guidelines on Information Technology System Security for Payment Systems, the framework for information technology system security policies and measures is defined, which serves as the guiding principle for determining the procedures of information technology system audits and security measures related to payment systems of material importance, designated payment systems, and designated payment services. Its provisions primarily focus on access control and authentication, information confidentiality and system integrity, system availability, information technology system security audits, as well as the review or improvement of information technology security measures.

In this chapter, Tencent Cloud will extract and summarize the control requirements relevant to cloud service providers as stipulated in the Policies and Measures on Security of information Technology Systems and its appendix, and elaborate on how Tencent Cloud, as a cloud service provider, assists authorized institutions in complying with such requirements.

## 10.1 Policies and Measures on Security of information Technology Systems- Main Text

| No.   | Domain                                              | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 4.2.1 | Security policies of information technology systems | <p>(1) The service providers or the business providers shall establish the written security policies of information technology systems with an approval from the Board of directors (Board). In this regard, the service providers or the business providers shall circulate such policies and organize the training for related staff to ensure the compliance with the policies, including the review or adjustment as deemed appropriate to the current situations on a regular basis.</p> <p>(2) The security policies of information technology systems relating to the highly important payment systems, the service</p> | <p>Customers shall formulate information technology security policies, obtain the approval of the board of directors for such policies, communicate the relevant policies to the employees involved, and conduct regular security training for the employees.</p> <p>Tencent Cloud has established an Information Security Management Policy, which consists of an overall information security strategy, a security organizational structure, and a security management system. This policy effectively supports the secure operation and risk management of the cloud platform, and guides the daily work and management processes of all departments and employees of the company. Tencent Cloud's Information Security Management Policy is regularly reviewed to ensure that the control objectives, control procedures, and control measures of the cloud security management system comply with relevant security strategies, standards, procedures, and legal requirements, thereby safeguarding the adequacy and effectiveness of the information security policy. Employees can access these policies issued by Tencent Cloud via the internal platform.</p> |

| No.   | Domain                                              | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                              | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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|       |                                                     | <p>providing of the designated payment systems and the designated payment services, as the case may be, must at least include the following areas:</p> <p>(2.1) Access control and authentication</p> <p>(2.2) Information confidentiality and system integrity of information technology systems</p> <p>(2.3) Service availability</p> <p>(2.4) Security audit of information technology systems.</p>                                                           | <p>Tencent Cloud has established a sound information security training mechanism internally, which requires formal employees, consultants, interns, and outsourced staff to complete information security training courses. Tencent Cloud provides a diverse range of training programs, including mandatory training for all employees, specialized training for key positions, and optional professional courses. The content covers basic security awareness, office security, vulnerability identification and defense, privacy protection, emergency response, R&amp;D security specifications, and data security requirements. Tencent Cloud persists in integrating information security management into daily management work to ensure that all employees understand and comply with the internal information security management policies and requirements.</p> <p>In addition, Tencent Cloud has obtained a number of security and privacy compliance certifications and qualifications, such as ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, ISO 22301, NIST CSF, and SOC. These certifications demonstrate that Tencent Cloud's security management and privacy protection frameworks meet the relevant certification standards and industry best practices, and Tencent Cloud undergoes regular audits by professional third-party audit firms every year.</p> |
| 4.2.2 | Security Measures of Information Technology Systems | <p>The service providers or the business providers shall establish the security measures of information technology systems relating to the highly important payments system, or the designated payment systems or the designated payment services, as the case may be, in accordance with the prescribed policies. Such measures must be appropriate for the characteristics of the service which include the access control and authentication, information</p> | <p>Customers shall establish an IT audit mechanism for security measures of information technology systems related to payment systems of material importance, designated payment systems, or designated payment services, conduct IT audits at least once a year, and implement monitoring measures to ensure the effective compliance with such security measures.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud will provide dedicated personnel assistance based on actual circumstances, and actively respond to and support the audit and supervision rights and interests of customers and Thailand's financial regulatory authorities with respect to Tencent Cloud.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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|     |        | <p>confidentiality, integrity of the information technology systems, service availability, incident response and report including regular security audit at least on an annual basis. As well, the monitoring process should be set up by the Board or the senior management to ensure the compliance with the prescribed measures. In this regard, the security audit of information technology systems of the service providers of the highly important payment systems, the business providers of the designated payment systems and the designated payment services, shall also be in compliance with the notification of the BOT relating to the supervision guidelines.</p> <p>Besides, the service providers or the business providers must review and revise measures according to the specified period, or when there is any change causing an impact on the policies and measures, as well as provide the training and education to the related personnel.</p> | <p>Tencent Cloud's security team continuously monitors and assesses internal security risks to ensure the effectiveness and reliability of the information security management system. The security team performs internal security audits at least once a year and continuously monitors the cloud platform and internal systems to maintain a sound security posture and compliance with relevant laws, regulations, and security management standards. In addition, Tencent Cloud undergoes professional audits by independent third parties on an annual basis, and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports.</p> <p>Specifically for the Thailand region, Tencent Cloud has successfully passed the IT compliance audit for the Thai financial industry conducted by an independent third party. Customers can independently download the latest reports from <a href="#">Compliance Document Download</a>.</p> |

## 10.2 Annex Guidelines on Security of IT Systems relating to the Payment Systems

### 10.2.1 Access Control and Authentication

| No. | Domain               | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 1.1 | Separation of Duties | <p>Assignment of staff or units to be responsible for the information technology and the separation of duties appropriate for the management of information technology systems.</p> <p>The service providers or the business providers shall assign duties and responsibilities to staff or units accountable for security of information technology systems as well as create awareness, provide knowledge and train the staff in the organization including create the disciplinary procedures for punishment in case where there is violation or breach of security rules &amp; regulations.</p> | <p>Customers shall assign responsible personnel or departments based on the principle of segregation of duties in accordance with IT system management needs, enhance employees' security awareness, and impose penalties for violations of security rules and regulations.</p> <p><u>Cloud Access Management (CAM)</u> enables customers to securely and granularly manage access to Tencent Cloud products and resources. The primary user account has full access permissions to the resources under its name by default, and can create sub-accounts as well as assign identity IDs, credentials and permissions to them. CAM also supports multiple forms of secondary identity verification, including MFA device verification or mobile phone verification code, to authenticate identity and ensure environmental security before login and sensitive operations.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated internal access control authorization policies and a separation of privileges matrix mechanism. It requires user accounts to use unique identifiers and sets password policies for employee accounts based on security baselines, including password length, complexity, locking, and reset rules. For internal terminals, operating systems, applications, and network devices, Tencent Cloud has configured policies for login failure limits and session timeouts.</p> <p>Tencent Cloud uses a zero-trust security management system to authenticate employee access, requiring users to complete two-factor authentication through the system before accessing internal resources. Tencent Cloud strictly adheres to the principle of least privilege, granting permissions to employees only based on job responsibilities and business necessities. Regular permission reviews are conducted to prevent permission misuse and abuse.</p> <p>In addition, Tencent Cloud has established a robust internal information security training mechanism, which mandates that formal employees, consultants,</p> |

| No. | Domain                                            | Summary of Controls                                                                                                                                                                                                                                                                                                                                                       | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|     |                                                   |                                                                                                                                                                                                                                                                                                                                                                           | interns and outsourced staff complete information security training courses. It has also formulated an employee code of conduct to standardize employee behaviors, clarifying the criteria for identifying violations of information security requirements and the corresponding handling and penalty measures.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|     |                                                   |                                                                                                                                                                                                                                                                                                                                                                           | Customers shall implement an access control management mechanism, control and restrict access permissions to service-related premises, equipment, and IT systems associated with information as needed, and conduct logging and regular review of access logs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1.2 | Access Control to Information Technology Systems. | The service providers or the business providers shall establish written procedures for controlling and limiting the access rights to the information technology systems relating to service-related premises and equipment as needed, in order to prevent the hacking or access into the system of the unauthorized people from both inside and outside the organization. | <p><b>In terms of physical access control,</b> Tencent Cloud has formulated formal access procedures for physical access to data centers. Anyone entering a data center must verify their identity and present identification documents to security operations personnel. Each data center administrator must record and manage the provision, modification, and termination of access rights in the internal data center access management system. Data center administrators conduct regular reviews of access rights to ensure appropriate allocation. If access rights are no longer relevant or necessary, data center administrators will disable them.</p> <p>Prior to entering data center and server room areas, visitors must have their identity, purpose of visit, and duration of stay approved by data center administrators. Approved visitors to Tencent Cloud data centers must be accompanied by on-site Tencent Cloud engineers and monitored via the data centers' 24/7 closed-circuit television (CCTV) and alarm systems. All visitors or staff entering or exiting the data center are required to undergo identity verification, personal belongings inspection, and item registration.</p> <p>Physical access to Tencent Cloud office premises is subject to multiple security controls, including security guard patrols, access card authentication, and CCTV surveillance. In addition, entry to office premises is restricted to individuals pre-approved by</p> |



| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|     |        |                     | <p>Tencent Cloud internal staff. Visitors must register with security and deposit all electronic devices prior to entry, and the carrying of any portable storage devices into the data center is strictly prohibited. All visitors must be accompanied by an authorized employee at all times while in the controlled areas of the data center. Activities within Tencent Cloud office premises are monitored via round-the-clock CCTV recording.</p> <p><b>In terms of system access control</b>, customers can use <a href="#">CAM</a> to assign resource permissions to sub-users via tags, achieving granular access control over cloud resources. CAM also supports viewing and tracking employee operation records through <a href="#">CloudAudit</a>. Additionally, Tencent Cloud provides <a href="#">Bastion Host (BH)</a>, which enables fine-grained authorization based on users, assets, accounts, and operation permissions, ensuring users only have the minimum permissions required to access assets and complete work tasks. Bastion Host also supports operation audit functions, recording and analyzing user operation logs to ensure effective traceability of security incidents.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated internal access control authorization policies and a segregation of duties matrix mechanism. Tencent Cloud strictly adheres to the principle of least privilege and implements minimum permission controls by default. Employees can only obtain specific permissions through a rigorous approval process when such permissions are required for work purposes. Tencent Cloud maintains records of the correspondence between personnel identities, job roles, and permission levels across various business systems, and conducts regular internal permission reviews to prevent permission abuse and misuse. Meanwhile, the Bastion Host solution has been fully deployed in Tencent Cloud's production environment, enabling centralized control over the administrator account permissions of backend system components. Access to the Bastion Host by</p> |



| No. | Domain                                                      | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                               | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|     |                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>internal operation and maintenance (O&amp;M) personnel requires prior authorization and approval, restricted to designated internal O&amp;M staff only. Login to the Bastion Host mandates two-factor authentication (2FA). O&amp;M operation records are centrally stored on a log platform and subject to regular review by Tencent Cloud's internal audit team.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1.3 | Identity Verification and Prevention of Denial of Liability | <p>The service providers or the business providers shall provide identification, authentication or verification of user identity by using appropriate technology to be associated with the risk level of each business type e.g. the use of password, personal identification number, token or smart card, biometric characteristics or public key infrastructure in order to prevent denial of liability in case of dispute.</p> | <p>Customers shall adopt appropriate identity authentication mechanisms to control access to information assets, and record detailed information about access to information systems to prevent repudiation behaviors.</p> <p><u>Cloud Access Management (CAM)</u> enables customers to securely and granularly manage access to Tencent Cloud products and resources. Users can modify sub-user password policies through the CAM console, including password complexity, length, validity period, and other parameters. To prevent password leakage, Tencent Cloud encrypts customer passwords using SHA256 hash algorithm with salt, avoiding the storage of plaintext passwords. CAM also supports multiple forms of secondary identity verification, including MFA device verification or mobile phone verification code, to authenticate identity and ensure environmental security before login and sensitive operations.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated internal access control authorization policies and a separation of privileges matrix mechanism. It requires user accounts to use unique identifiers and sets password policies for employee accounts based on security baselines, including password length, complexity, locking, and reset rules. For internal terminals, operating systems, applications, and network devices, Tencent Cloud has configured policies for login failure limits and session timeouts.</p> <p>Tencent Cloud implements access authentication for employees through a zero-trust security management system, requiring users to complete two-factor</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|     |        |                     | <p>authentication (2FA) before accessing internal resources. Meanwhile, Bastion Host has been fully deployed in Tencent Cloud's production environment to centrally manage administrator account permissions for backend system components. Internal operation and maintenance (O&amp;M) personnel must obtain authorization to access the Bastion Host, with only specific Tencent Cloud O&amp;M staff granted access. Login to the Bastion Host requires two-factor authentication.</p> |

### 10.2.2 Information Confidentiality and System Integrity

| No. | Domain                      | Summary of Controls                                                                                                                                                                                                               | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 2.1 | Information Confidentiality | <p>The service providers or the business providers shall establish the appropriate steps and procedures in transmitting, processing and storing information in order to preserve confidentiality and accuracy of information.</p> | <p>Customers shall establish information security protection mechanisms, classify information based on its sensitivity and importance levels, and implement data protection measures according to different data levels to ensure that only authorized personnel can access data in transit and data at rest. In addition, customers shall define clear mechanisms for the disposal of confidential documents and physical devices.</p> <p>To ensure the confidentiality and integrity of customer data, <b>in terms of data storage protection</b>, a variety of Tencent Cloud's storage and database products support data encryption functions, employing secure and high-strength encryption algorithms. They integrate the <a href="#">Key Management Service (KMS)</a> to achieve full-lifecycle key management, ensuring data confidentiality. The <a href="#">Key Management Service (KMS)</a> generates and protects keys using hardware security modules (HSMs) certified to FIPS 140-2 standards, and is capable of supporting customers in the full-lifecycle management of their encryption keys.</p> <p><b>In terms of data transmission protection</b>, all communications between customers and the Tencent Cloud console are encrypted and protected by the HTTPS security protocol. The cloud API interfaces provided by Tencent Cloud's products also feature security capabilities such as HTTPS</p> |

| No. | Domain                                            | Summary of Controls                                                                                                                                                                                                                                                              | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|     |                                                   |                                                                                                                                                                                                                                                                                  | <p>encryption, signature verification, and status monitoring, delivering port-level communication security guarantees for customers' businesses. In addition, customers can leverage the following Tencent Cloud services to achieve secure data transmission across different scenarios:</p> <ul style="list-style-type: none"> <li>• <b><u>Direct Connect (DC)</u></b>: Provides customers with exclusive and highly secure large-bandwidth network connections. Customers occupy dedicated network links, eliminating the risk of data leakage.</li> <li>• <b><u>VPN Connection</u></b>: Enables secure data transmission between local data centers and resources hosted on Tencent Cloud based on network tunneling technology.</li> </ul> <p><b>In terms of data destruction</b>, Tencent Cloud provides a secure and reliable data destruction mechanism. Upon the termination of a customer's services, Tencent Cloud will adopt rigorous data erasure methods to completely delete the customer's data before recycling the computing and storage resources previously purchased by the customer. When the media used to provide Tencent Cloud services malfunctions and require replacement or reaches the end of its service life and needs to be decommissioned, Tencent Cloud will also promptly carry out complete physical destruction in accordance with strict procedures.</p> |
| 2.2 | Development of systems, Change control management | <p>The service providers or the business providers shall establish systematic procedures and internal control for developing and controlling over changes or improvement of information technology systems to reduce the risks of failure or malfunction of service systems.</p> | <p>Customers shall implement control measures for secure system development, covering the entire lifecycle of system design, development, testing, and implementation. They shall also establish a system change management mechanism, whereby all changes to IT systems must undergo assessment, testing, review, and approval.</p> <p><b>In terms of change management</b>, Tencent Cloud has established a set of management standards for product and configuration changes, clarifying each step in the change process and the corresponding responsible parties to ensure that all changes are subject to appropriate review, approval, and testing</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|     |        |                     | <p>before implementation. Meanwhile, Tencent Cloud has defined a management process for emergency changes, which may only be implemented after obtaining appropriate approval.</p> <p>All types of program changes—including changes to applications, configuration files, operating systems, and databases—must undergo business impact analysis and have a rollback plan formulated prior to deployment, with both subject to approval by the relevant responsible parties. Tencent Cloud's change release system mandates that change operations can only be performed by authorized personnel, retains logs related to all changes, and conducts regular log reviews. After a change is released, Tencent Cloud operations team verifies and monitors the change in the production environment and documents the results.</p> <p>In addition, Tencent Cloud classifies change requests by impact level based on attributes such as the importance/urgency of the O&amp;M request and the scope of the change. For change requests that may affect products, infrastructure, or network configurations in the external environment, Tencent Cloud will notify customers via announcements, emails, the Tencent Cloud official website console, and/or other appropriate channels.</p> <p><b>In terms of system development</b>, customers can leverage <a href="#">Cloud-Native Build (CNB)</a>, a developer tool provided by Tencent Cloud. CNB is deeply integrated with agile development concepts. An orderly agile development process—from issue identification and merge request management to task collection—is established, helping customers verify the market performance of product versions with lower costs and faster iteration cycles. Tencent Cloud has established an internal set of information system security development standards. It strives to integrate the ISO/IEC 20000 IT service management standard, ISO/IEC 27001 information security management system, and ISO/IEC 9001 quality management system standards into the entire product security development lifecycle.</p> |

| No. | Domain                                            | Summary of Controls                                                                                                                          | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|     |                                                   |                                                                                                                                              | <p>Focusing on different stages including requirements, design, R&amp;D, testing, delivery, operation and maintenance, Tencent Cloud incorporates information security and privacy protection concepts into all phases of product development to ensure that cloud products receive adequate security control throughout their lifecycle. Relevant security control measures include:</p> <ul style="list-style-type: none"> <li>• Security Training: Promote secure coding awareness among developers and strictly require relevant personnel to comply with secure coding standards;</li> <li>• Requirements Analysis: Conduct communications on business content, business processes, and technical frameworks to identify the optimal approach for embedding security measures;</li> <li>• System Design: Perform threat modeling for system design and conduct security technical assessments of the adopted architecture;</li> <li>• System Development: Provide self-developed secure development components for R&amp;D personnel during the development process and require coding in accordance with Tencent Cloud's secure coding standards;</li> <li>• Security Verification: Detect vulnerabilities through code security reviews, asset security scanning, web scanning, manual security assessments, penetration testing, and code audits;</li> <li>• Release: Only after all high-risk issues have been fixed can the system be released to the production environment, preventing products with security vulnerabilities from running in the production environment.</li> </ul> |
| 2.3 | Management of network systems relating to service | The service providers or the business providers shall establish the preventive measures for the unauthorized access to the network system of | Customers shall implement network access control measures to prevent unauthorized devices from connecting to the network, conduct regular reviews of network access control rules, perform network segmentation based on system criticality or data                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|     |        | services.           | <p>sensitivity, and deploy network security devices.</p> <p><b>To meet network segmentation or zoning requirements</b>, customers can use Tencent Cloud's <a href="#">Virtual Private Cloud (VPC)</a> service to build multiple independent network spaces for their purchased cloud resources, supporting custom subnet division, IP address assignment, and routing policies. As an exclusive cloud-based network space built on Tencent Cloud, VPC leverages tunneling technology to construct virtual networks over physical infrastructure. Through virtualization, it achieves complete intranet isolation between different VPCs, providing customers with independent and isolated secure cloud networks. For cloud servers within a VPC, customers can configure Security Groups and Network ACL rules to control inbound and outbound traffic at the instance and subnet levels, implementing multi-layered network access control.</p> <p><b>For network boundary protection</b>, Tencent Cloud offers <a href="#">EdgeOne (EO)</a>, a secure acceleration platform that provides security protection and acceleration services through Tencent's global edge nodes. EO includes DDoS protection, intelligent Web protection, BOT/crawler attack defense, DNS resolution, and supports customers in configuring custom access control rules based on business needs. <a href="#">Cloud Firewall (CFW)</a> primarily provides protection for different network boundaries, featuring active firewall ACL management, real-time IPS interception, virtual patching, and malicious code detection. It can meet the DMZ requirements of traditional networks, prioritize protection for core assets, and implement fine-grained isolation and control between VPCs. <a href="#">Web Application Firewall (WAF)</a> defends against Web attacks, intrusions, vulnerability exploits, malware injection, tampering, backdoors, crawlers, and other security threats targeting websites and Web services. <a href="#">Anti-DDoS</a> utilizes abundant, high-quality DDoS mitigation resources combined with</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|     |        |                     | <p>continuously evolving proprietary and AI-driven detection algorithms to counter DDoS attacks.</p> <p><b>In terms of network communication security,</b> the communications between customers and the Tencent Cloud Console are encrypted and protected by the HTTPS security protocol. <a href="#">VPN Connection</a> can also help customers achieve secure data transmission between their on-premises data centers and resources hosted on Tencent Cloud. The VPN tunnel encrypts transmitted data using the Internet Key Exchange (IKE) protocol and IPsec, establishing a secure and trusted data tunnel over the Internet to safeguard data security during transmission.</p> <p><b>For multi-tenant isolation,</b> Tencent Cloud implements security mechanisms including virtualization control layer resource access control policies, intranet isolation between VPCs within the cloud platform, Web console permission assignment and identity authentication, and interface session IDs and access keys. These mechanisms ensure each user can only access their purchased cloud computing resources, effectively achieving access isolation between tenants. Through effective isolation methods, Tencent Cloud ensures that customer data within the same resource pool is mutually invisible, and that tenants cannot access, obtain, or tamper with the data of other tenants.</p> <p><b>For Tencent Cloud's internal network security protection and management,</b> the company has established network security management specifications and a network defense-in-depth system. Tencent Cloud has defined network security control and protection standards, as well as corresponding roles and responsibilities, through management systems and processes, to ensure the secure operation of businesses hosted on its network. Meanwhile, Tencent Cloud designs its network security architecture with reference to industry best practices, conducts security domain division based on business functions and security</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----|--------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |        |                     | <p>risks, implements physical or logical isolation for different security domains, and ensures the security of office networks, development networks, test networks, and production networks through access control, boundary protection, and other measures. Tencent Cloud leverages multiple protection mechanisms including firewalls, Intrusion Detection/Prevention Systems (IDS/IPS), DDoS protection, and web application security protection to promptly detect, filter, and block malicious network traffic, thereby protecting Tencent Cloud's network security.</p> <p>In addition, Tencent Cloud has deployed an internal network monitoring system to monitor and issue alerts for network devices such as routers, firewalls, and network servers. It also ensures that unauthorized personnel are prohibited from accessing any internal network resources (including network analysis and monitoring tools) through appropriate permission controls and approval processes.</p> <p><b>Regarding the use and management of security devices,</b> Tencent Cloud's firewall rules are configured to restrict access to its production network. Administrative access to firewall rules is limited to authorized administrators who use two-factor authentication. For regular reviews of network security architecture and protection strategies, Tencent Cloud's network team conducts comprehensive reviews of the security design and interconnection status of network systems, as well as the configurations of protection systems (including firewalls, IPS/IDS, and DDoS protection) to promptly identify security vulnerabilities and update security protection rules. All changes to network architecture and devices must follow a strict change management process, which is implemented in a standardized manner after completing change impact analysis, formulating rollback plans, and obtaining appropriate approval and authorization.</p> |



### 10.2.3 System Availability

| No. | Domain                                                                                    | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.1 | Risk assessment and management of service system                                          | he service providers or the business providers shall ensure the appropriate risk assessment methodology of service system, determine criteria for risk appetite and risk tolerance and procedures to manage the potential risks. In this regard, the service providers or the business providers shall regularly conduct the risk review in associated with technology development and current situations. | <p>Customers shall formulate risk assessment methodologies, conduct regular risk reviews, define risk appetite and risk tolerance levels, and develop and implement risk response measures for identified risks.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated an internal Information Security Risk Management Procedure, which clearly defines work content including risk identification, risk analysis, development of risk treatment plans, and risk tracking and monitoring. Tencent Cloud conducts risk assessments regularly, identifying risks based on risk scenarios, business products, or service processes. For the identified risks, Tencent Cloud classifies risk levels by assessing the likelihood and impact of each risk, and takes corresponding follow-up actions, with all process activities properly documented. Tencent Cloud also continuously tracks the progress of risk treatment, assesses residual risks, and ensures that relevant responsible persons have appropriately managed risks in accordance with Tencent Cloud's risk management requirements. In addition, Tencent Cloud continuously maintains and revises risk assessment methods and risk registers based on industry trends in the cloud sector and internal management practices.</p> |
| 3.2 | Monitor and detect abnormalities or vulnerabilities of the information technology systems | The service providers or the business providers shall monitor and detect abnormalities and also follow the news about vulnerability of various systems used in service in order to evaluate risks and determine measures for risk mitigation.                                                                                                                                                              | <p>Customers shall monitor and detect threats or unauthorized access attempts targeting IT systems, conduct regular vulnerability assessments and remediation, and in particular, perform penetration testing on high-risk systems to verify the effectiveness of security technologies.</p> <p><b>In terms of threat detection</b>, to support customers in threat detection and analysis, Tencent provides the <a href="#">Threat Intelligence X (TIX)</a> platform. As a one-stop threat intelligence service platform, TIX offers three core intelligence capabilities: basic intelligence, attack surface intelligence, and</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----|--------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |        |                     | <p>business intelligence. It supports functions such as intelligence query, IOC (Indicator of Compromise) analysis, and attack surface management, enabling customers to more efficiently analyze and assess security incidents and comprehensively evaluate the risk of enterprise asset exposure. This helps enterprises build an effective three-dimensional security defense system. TIX has established a comprehensive intelligence collection network, gathering and analyzing threat intelligence from diverse sources including vulnerability communities, security organizations, security tool vendors, social media, and security blogs. It leverages cloud-based algorithms to eliminate false positives, ensuring the accuracy of the intelligence.</p> <p>In addition, TIX is centered on SaaS delivery and supports multiple deployment methods such as Web APIs, SDKs, TIP (Threat Intelligence Platform) integration, and mini-programs to meet the needs of different customers. TIX can also be integrated with customers' existing security products through API integration, enhancing overall security operations and threat response efficiency.</p> <p>Empowered by TIX, Tencent Cloud is committed to building a proactive defense security system encompassing "intelligence - offense and defense - management - planning." By integrating threat intelligence, artificial intelligence, big data, and other technologies, Tencent Cloud enhances the responsiveness and efficiency of security incident handling. It also operates a 24/7 Security Operations Center (SOC) focused on threat detection, investigation, and response, achieving visible, understandable, and controllable cybersecurity situational awareness.</p> <p>For security monitoring of system anomalies, customers can leverage <a href="#">Cloud Log Service (CLS)</a>—a one-stop log service platform that offers a full range of capabilities including log collection, storage, search and analysis, real-time consumption, and log delivery. It helps customers address challenges in business operations, security</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----|--------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |        |                     | <p>monitoring, log auditing, and log analysis. Cloud Security Center (CSC) centrally aggregates diverse cloud-native security-related data, such as alerts from cloud security products, cloud asset configuration changes, user operation logs, and partial cloud product logs. It also provides a unified search and investigation platform to enable customers to implement comprehensive cloud-based log auditing, search, and investigation. In addition, customers can utilize Elasticsearch Service (ES) to ingest real-time logs from cloud servers, containers, and other cloud products, as well as historical and incremental business data, into Tencent Cloud ES clusters for distributed data storage, query, and analysis.</p> <p>Tencent Cloud has established internal log collection and management standards and mechanisms to govern the recording, extraction, analysis, and auditing of log data such as login logs, operation logs, and event logs, thereby detecting and preventing system activity anomalies and risks. Tencent Cloud has also deployed an internal network monitoring system to monitor and issue alerts for network devices including routers, firewalls, and network servers, and follows up on and resolves identified security issues via a ticketing system. Meanwhile, Tencent Cloud has defined clear operational security red lines, built a comprehensive rule base based on years of accumulated experience in abnormal behavior monitoring, and developed a reliable automated operational security auditing tool, which enables timely detection of abnormal activities and automatic triggering of real-time alerts.</p> <p><b>In terms of conducting vulnerability scanning and penetration testing activities,</b> Tencent Cloud provides <a href="#">Penetration Testing Service (PTS)</a> for customers. By fully simulating the attack techniques and vulnerability discovery methods that hackers may employ, PTS conducts in-depth detection of target system security through controlled and non-destructive methods. It</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----|--------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |        |                     | <p>identifies vulnerabilities in target systems and network devices, provides security hardening recommendations to help customers enhance system security, and supports verification after vulnerability remediation. For vulnerability scanning, customers can opt for <a href="#">Vulnerability Scanning Service (VSS)</a> to detect enterprise network assets and identify associated risks. Leveraging Tencent's years of accumulated security experience and threat intelligence, VSS has established a comprehensive and robust vulnerability rule base, and is equipped with professional and efficient detection capabilities for 0Day/1Day/NDay vulnerabilities. It can perform regular security scanning, continuous risk alerts, and vulnerability detection on the availability, security, and compliance of customer assets, provide customers with professional remediation recommendations, and mitigate security risks. VSS also supports integration with cloud products such as Cloud Workload Protection Platform (CWPP) and Web Application Firewall (WAF), forming a closed loop from risk monitoring to risk remediation.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud regularly generates scanning tasks through its vulnerability scanning system to conduct vulnerability scans on assets in the cloud environment, and performs analysis, classification, and remediation of detected vulnerabilities. Tencent Cloud's security team conducts regular full-link large-scale penetration testing, and flexibly carries out targeted penetration testing prior to new product launches or in the event of major system changes. Penetration testing results are notified to relevant responsible departments via security work orders, which are required to promptly patch vulnerabilities or implement other compensatory control measures, ensuring that exploitable vulnerabilities identified in penetration testing are properly addressed.</p> <p>In addition, Tencent Cloud regularly conducts red</p> |

| No. | Domain                                                                                                                      | Summary of Controls                                                                                                                                                                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|     |                                                                                                                             |                                                                                                                                                                                                                                                                                                                            | <p>team-blue team exercises to simulate and defend against cyberattacks in real combat scenarios. Tencent Cloud has also established an external vulnerability feedback platform and launched a Vulnerability Reward Program, inviting industry security experts to help identify system security vulnerabilities and risks from a hacker's perspective. This enables timely remediation of security issues and safeguards the ecological security of Tencent Cloud.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 3.3 | Resolution, Incident response, recording and reporting in case where the damages occur to the information technology system | The service providers or the business providers shall monitor, record, and report the incidents of security breach via the defined reporting channels as soon as possible. Moreover, the lesson learnt from the past experiences shall be taken into account for the advance preparation of necessary preventive measures. | <p>Customers shall establish a mechanism for the response, handling, documentation and reporting of security incidents, monitor and record all security incidents that occur, and summarize lessons learned from past incidents.</p> <p><b>In terms of incident management,</b> Tencent Cloud has formulated internal information security incident management specifications, and established information security reporting, response and handling mechanisms as well as related processes. Tencent Cloud uses an internal security operations system to document security incidents. For identified and detected security incidents, Tencent Cloud will analyze and classify the incidents based on factors such as incident nature, data sensitivity and impact scope, and promptly notify the corresponding responsible persons to follow up on the handling of the incidents. Tencent Cloud has established a periodic incident analysis mechanism, which conducts regular multi-dimensional analysis of incidents (including incident type, occurrence frequency, impact scope and severity). Based on incident reviews and root cause analysis, preventive measures are adopted to prevent the recurrence of similar incidents. For major security incidents, Tencent Cloud will set up a dedicated task force to prepare a special analysis report and submit it to the management.</p> <p><b>In terms of incident communication and notification,</b> Tencent Cloud has formulated information security incident management</p> |

| No. | Domain             | Summary of Controls                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----|--------------------|--------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                    |                                                                                                                          | <p>specifications and established relevant procedures for information security incident response, escalation, and notification. These procedures enable timely early warnings or notifications to relevant parties such as internal personnel and customers who may be or have been affected by incidents, ensuring orderly, timely, and efficient communication and coordination among all parties.</p> <p>For security incidents that may affect customers, Tencent Cloud will, after internal review and based on the scope and severity of the information security incident, notify customers of the incident handling and analysis results through appropriate means, and provide corresponding technical support to assist customers in taking remedial measures to minimize losses.</p> <p><b>For customers to report issues or take the initiative to contact Tencent Cloud,</b> Tencent Cloud offers a ticketing service through the Tencent Cloud official website console, supporting customers in reporting faults, incidents, problems, and complaints related to security, availability, and confidentiality.</p> <p>In addition, Tencent Cloud provides online customer service and telephone channels on the cloud console and official website, enabling customers to feedback problems encountered while using Tencent Cloud services. Tencent Cloud has a multi-region mutual backup customer service center that operates 24/7 to handle customer requests, providing round-the-clock technical support for cloud products as well as timely and high-quality service response and handling.</p> <p>Customers may also select applicable service plans to access dedicated support, including exclusive support groups, dedicated technical account managers, and value-added services.</p> |
| 3.4 | Information backup | The service providers or the business providers must have information backup and it must be regularly validated in order | Customers shall establish a backup management mechanism, back up confidential and sensitive data, encrypt and physically protect backup storage media, and conduct regular backup restoration tests.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| No. | Domain | Summary of Controls                                                   | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|     |        | to preserve its accuracy, completion and availability of the service. | <p>A variety of storage and database services provided by Tencent Cloud are equipped with backup functionality to meet customers' diverse backup requirements. Examples include:</p> <ul style="list-style-type: none"> <li>For data stored in <a href="#">Cloud Object Storage (COS)</a>, customers can use the cross-region replication feature to store data in multiple designated regions simultaneously. This ensures that in the event of partial data loss, complete data can still be retrieved and restored through redundant data, while also avoiding losses caused by irreversible disasters affecting storage in a single availability zone, achieving multi-redundancy backup and off-site disaster recovery.</li> <li>The snapshot backup feature of <a href="#">Cloud Block Storage (CBS)</a> backs up data by capturing point-in-time snapshots of CBS, preventing data loss due to tampering or accidental deletion and enabling rapid rollback in case of business failures.</li> <li><a href="#">Cloud File Storage (CFS)</a> provides scheduled snapshot functionality, allowing customers to flexibly configure backup task policies.</li> <li><a href="#">Cloud Native Database TDSQL-C</a> supports two backup types: logical backup and snapshot backup. Through full data backups and subsequent binlog backups over a period of time, the entire TDSQL-C MySQL cluster or specific databases/tables can be restored to any point in time.</li> <li><a href="#">TencentDB for MySQL</a> supports both automatic and manual backups, as well as cross-region backup functionality. This helps customers enhance disaster recovery capabilities and improve data reliability.</li> <li><a href="#">TencentDB for MongoDB</a> offers automatic data backup and lossless restoration mechanisms, supporting multi-node data</li> </ul> |

| No. | Domain                                                                  | Summary of Controls                                                                                                                                                                                                                                                                                                                                                            | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                                                                         |                                                                                                                                                                                                                                                                                                                                                                                | backups. Customers can retain backup data for multiple days through the backup mechanism to facilitate data restoration in the event of a disaster.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|     |                                                                         |                                                                                                                                                                                                                                                                                                                                                                                | Customers shall analyze and identify key business processes, formulate business continuity plans, define recovery time objectives (RTOs), and conduct regular testing and review of such plans to ensure timely business recovery in the event of service disruptions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 3.5 | Development of business continuity plan or emergency plan of IT systems | The service providers or the business providers shall develop the business continuity plan for service of the highly important payment systems, the designated payment systems or the designated payment services, as the case may be, and implement the plan to ensure the service can proceed within the defined timeline after the incident of service suspension occurred. | <p>Tencent Cloud has designed and implemented a business continuity management framework suitable for its own cloud computing environment, and has obtained the international standard certification of ISO/IEC 22301 Business Continuity Management System. Tencent Cloud conducts business impact analyses on cloud products and services, defines recovery time objectives (RTO) and recovery point objectives (RPO) for each business, formulates different response strategies and business continuity plans based on the results of business impact analyses, and develops detailed disaster recovery plans for cloud products. The relevant policies, plans, and contingency measures cover critical areas such as facilities, personnel, equipment, systems, and information data. Corresponding disaster recovery processes are established based on business priorities to ensure the disaster recovery system is complete, orderly, and executable. Tencent Cloud regularly conducts business continuity drills and tests on cloud products in accordance with business continuity plans to ensure the feasibility of such plans and pre-planned responses.</p> <p>Tencent Cloud conducts an annual assessment of the completeness, rationality, and effectiveness of its business continuity management system, and revises the system based on the assessment results. Tencent Cloud also reviews its business continuity plans on an annual basis and updates the plans as needed according to the review outcomes. When major changes occur to business functions or</p> |



| No. | Domain                                                        | Summary of Controls                                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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|     |                                                               |                                                                                                                                                                    | critical resources, Tencent Cloud will review the scope of critical businesses and functions as well as the inter-component dependencies and revise the business continuity plans in a timely manner.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|     |                                                               |                                                                                                                                                                    | Customers shall conduct regular maintenance on IT system equipment to ensure that it remains in a good and continuous operational state.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|     |                                                               |                                                                                                                                                                    | Tencent Cloud has formulated information asset management specifications and a full-lifecycle management process, implementing classified and graded management and protection for assets such as electronic data, hardware and its virtual devices, infrastructure, application systems, and software. Tencent Cloud leverages an asset management system to manage hardware devices and software components, covering asset registration and binding, asset inventory and information updates, asset decommissioning and replacement, etc. This ensures the stable operation of the underlying cloud platform systems and provides reliable support for business systems.                                                                                                                                                                                                                                                                                                                                  |
| 3.6 | Maintenance of the equipment of information technology system | The service providers or the business providers shall provide the regular maintenance of equipment in order to ensure its continuity and good condition for usage. | <p>Tencent Cloud maintains detailed inventories of hardware and facilities in its Configuration Management Database (CMDB). These inventories include the End-of-Support Date and version information for each server. Tencent Cloud regularly decommissions and replaces servers, and upgrades software components (such as operating systems and database systems) to appropriate versions before their end-of-support dates. For decommissioned hard drives, Tencent Cloud adopts secure physical destruction methods to ensure complete destruction of the drives, with such destruction activities recorded in official documentation.</p> <p>In addition, security personnel at each Tencent Cloud data center conduct regular and rigorous inspections of each computer room and equipment status in accordance with inspection checklists and schedules. They sign and record the inspection time at each check point. In the event of any infrastructure failure or security incident, the data</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                           |
|-----|--------|---------------------|--------------------------------------------------------------------|
|     |        |                     | center emergency response procedure will be activated immediately. |

#### 10.2.4 Security Audit of Information Technology Systems

| No. | Domain                                           | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4   | Security Audit of Information Technology Systems | The service providers or the business providers shall provide a security audit of information technology systems at least on an annual basis in order to ensure the policies and measures on security of information technology systems are efficient and secure so that the services can be provided with continuity. They must submit a copy of an audit result to the BOT within 45 days from the audit completion date. | <p>Customers shall conduct an IT system security audit at least once a year to assess the effectiveness and security of IT system security policies and measures, and submit a copy of the audit results to the Bank of Thailand within 45 days after the completion of the audit.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud will provide dedicated personnel assistance based on actual circumstances, and actively respond to and support the audit and supervision rights and interests of customers and Thailand's financial regulatory authorities with respect to Tencent Cloud.</p> <p>Tencent Cloud's security team continuously monitors and assesses internal security risks to ensure the effectiveness and reliability of the information security management system. The security team performs internal security audits at least once a year and continuously monitors the cloud platform and internal systems to maintain a sound security posture and compliance with relevant laws, regulations, and security management standards. In addition, Tencent Cloud undergoes professional audits by independent third parties on an annual basis, and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports.</p> <p>Specifically for the Thailand region, Tencent Cloud has successfully passed the IT compliance audit for the Thai financial industry conducted by an independent third party. Customers can independently download the latest reports from</p> |

| No.                                           | Domain                                                                       | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <a href="#">Compliance Document Download.</a> |                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5                                             | Review or Improvement on Security Measures of Information Technology Systems | <p>The service providers or the business providers shall review or revise the security measures on information technology systems at least on an annual basis or when there is any change causing an impact on policies and measures, as well as provide the training and education to the related personnel.</p> <p>Besides, the service providers or the business providers should ensure readiness of security measures of information technology systems in order to cope with cyber threats.</p> | <p>Customers shall review and revise the security measures for IT systems at least once a year and provide education and training on such measures to relevant employees.</p> <p>Tencent Cloud's Information Security Management Policy is regularly reviewed to ensure that the control objectives, control procedures, and control measures of the cloud security management system comply with relevant security strategies, standards, procedures, and legal requirements, thereby safeguarding the adequacy and effectiveness of the information security policy. Meanwhile, Tencent Cloud has established a sound information security training mechanism internally, which requires formal employees, consultants, interns, and outsourced staff to complete information security training courses. The content of these training courses covers basic security awareness, office security, vulnerability identification and defense, privacy protection, emergency response, R&amp;D security specifications, and data security requirements.</p> |

# 11

## How Tencent Cloud Meets and Assists Customers to Meet the Requirements of SEC No. Sor Thor 38/2565 Rules in Detail on Establishment of Information Technology Systems and SEC No. Nor Thor 33/2567 Guidelines on Establishment of Information Technology Systems

The Office of the Securities and Exchange Commission (SEC) of Thailand issued the [Rules in Detail on Establishment of Information Technology System](#) in September 2022, which explicitly requires securities service institutions to conduct regular risk level assessments and evaluate the impact of information technology systems on business operations. In 2024, the SEC further released the [Guidelines on establishment of Information Technology systems](#) as a revision and update to the aforementioned rules, comprehensively upgrading regulatory requirements. These regulations aim to strengthen the compliance standards for information technology system construction, operation, security, and risk management among capital market institutions in Thailand (including securities companies, asset management firms, and exchanges). Supported by accompanying documents such as Annex 2: IT Governance, Annex 3: IT Security, and Annex 4: IT Audit, the regulations provide securities service institutions with best practice guidelines for IT supervision and management, IT security assurance, and audit implementation.

In this chapter, Tencent Cloud will extract and summarize the control requirements relevant to cloud service providers as set forth in the Rules in Detail on Establishment of Information Technology System and the Annexes 2-4 of Guidelines on establishment of Information Technology systems. It will also elaborate on how Tencent Cloud, as a cloud service provider, assists securities service institutions in complying with these requirements.

## 11.1 Rules in Detail on Establishment of Information Technology System

| No. | Domain                | Summary of Controls                                                                                                                                                                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| 4   | Risk Level Assessment | Business operators shall assess the risk level of their information technology systems that impact business operations using the Risk Level Assessment (RLA) methodology and submit the assessment results to the Office within the first quarter of each calendar year, in accordance with the format and procedures specified on the Office's website. | <p>Customers shall conduct a risk level assessment of information technology systems on an annual basis, and submit the assessment results in the first quarter of each year in accordance with the format and methodology specified by the Office of the Securities and Exchange Commission.</p> <p>Tencent Cloud will cooperate with customers' third-party security audits and supervision based on actual circumstances as well as the agreements and arrangements made with customers, provide dedicated personnel for assistance, and actively respond to and cooperate with audit activities initiated by customers.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud undergoes professional audits by independent third parties on an annual basis, and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports.</p> |

## 11.2 Annex 2 Information Technology Governance

| No. | Domain                                                     | Summary of Controls                                                                                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| 2.2 | IT Risk Policy                                             | 2.2 The business operator must establish written policies related to IT risk governance, which must be approved by the Board of Directors of the business operator or a committee delegated by the Board.                                                                       | Customers shall formulate and maintain policies and procedures related to IT risk governance and risk management, conduct regular reviews and updates thereof, and communicate such policies to the relevant personnel for their learning and implementation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|     |                                                            | 2.2.1 IT Risk Management Policy                                                                                                                                                                                                                                                 | To assist customers in complying with regulatory requirements, Tencent Cloud has established an Information Security Management Policy, which consists of an overall information security strategy, a security organizational structure, and a security management system. This policy effectively supports the secure operation and risk management of the cloud platform, and guides the daily work and management processes of all departments and employees of the company. Tencent Cloud's Information Security Management Policy is regularly reviewed to ensure that the control objectives, control procedures, and control measures of the cloud security management system comply with relevant security strategies, standards, procedures, and legal requirements, thereby safeguarding the adequacy and effectiveness of the information security policy. In addition, Tencent Cloud has established a comprehensive risk management framework in accordance with the ISO/IEC 27001:2022 standard, and conducts risk assessments regularly. Employees can access these policies issued by Tencent Cloud via the internal platform. |
|     |                                                            | 2.2.2 IT Security Policy                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 2.3 | The Policy Shall be Communicated to the Relevant Personnel | 2.3 The business operator must implement the policies specified in Clause 2.2:                                                                                                                                                                                                  | Tencent Cloud has established a sound information security training mechanism internally, which provides a diverse range of training programs, including mandatory training for all employees, specialized training for key positions, and optional professional courses. The content covers basic security awareness, office security, vulnerability                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|     |                                                            | 2.3.1 Communicate the policies in Clause 2.2 to relevant personnel, ensuring they understand their roles, responsibilities, and rights to access information, in a readily accessible manner, so that relevant personnel understand and can correctly comply with the policies. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|     |                                                            | 2.3.2 Establish procedures and operational methods to implement the policies in Clause 2.2.                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|     |                                                            | 2.3.3 In the event of any change to the policies in Clause 2.2, communicate the changes thoroughly to relevant personnel and promptly update the procedures and operational methods to align with the changes.                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |



| No. | Domain                  | Summary of Controls                                                                                                                                                                                                           | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| 2.4 | Policy Review or Update | 2.4 The business operator must review or update the policy referred to in clause 2.2 at least once a year, and without undue delay whenever any event occurs that may significantly impact IT governance and risk management. | <p>identification and defense, privacy protection, emergency response, R&amp;D security specifications, and data security requirements. Tencent Cloud persists in integrating information security management into daily management work to ensure that all employees understand and comply with the internal information security management policies and requirements.</p> <p>In addition, Tencent Cloud has obtained a number of security and privacy compliance certifications and qualifications, such as ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, ISO 22301, NIST CSF, and SOC. These certifications demonstrate that Tencent Cloud's security management and privacy protection frameworks meet the relevant certification standards and industry best practices, and Tencent Cloud undergoes regular audits by professional third-party audit firms every year.</p> |

### 11.3 Annex 3 Information Technology Security

| No. | Domain                                                                                                | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                           | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 1   | Organizational Structure for IT Security Management (organization of information technology security) | <p>The business operator must establish the aforementioned structure, which must at minimum possess the following characteristics:</p> <p>1.1 Define the internal organizational structure (organizational structure) for IT operations, including written details of staff roles and responsibilities.</p> <p>1.2 Implement operational reviews to prevent risks to IT system security that may arise during operations.</p> | <p>Customers shall establish an IT security organizational structure, define clear roles and responsibilities, and prevent risks to IT system security during operations through segregation of duties and regular operational reviews.</p> <p>To assist customers in complying with regulatory requirements, <b>in terms of IT security management organizational structure</b>, Tencent Cloud has established organizational frameworks related to cloud security and information security, clarified security function roles and corresponding responsibilities at different levels, and defined working mechanisms such as information security auditing and information security risk assessment. Tencent Cloud has set up a Security Technology Committee and specialized security teams across various functions and domains, and assembled a team of senior industry experts, committed to</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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|     |        |                     | <p>providing customers with secure, reliable, professional and compliant products and services. Tencent Cloud has also defined the composition of information security liaisons; these regional information security liaisons maintain smooth communication with local regulatory authorities and customers in accordance with compliance and business requirements to ensure that Tencent Cloud adheres to legislation, regulatory provisions and contractual agreements.</p> <p><b>In terms of operational reviews,</b> Tencent Cloud has formulated internal authorization policies and a segregation of duties matrix mechanism, and maintains records mapping personnel identities to job roles and permission levels across all business systems. Tencent Cloud conducts regular internal permission reviews to prevent permission abuse and misuse. For access permissions that are no longer required, appropriate follow-up actions are taken to revoke unnecessary access rights in a timely manner.</p> <p>Tencent Cloud implements real-time security monitoring of employee account login status. Upon detection of any abnormal login activity, the IT security system will immediately notify the account owner for verification and handling, with detailed records kept of relevant incidents. The Bastion Host solution has been fully deployed in Tencent Cloud's production environment, enabling centralized control over the administrator account permissions of backend system components. Access to the Bastion Host by internal operation and maintenance (O&amp;M) personnel requires prior authorization and approval, restricted exclusively to designated internal O&amp;M staff, and login to the Bastion Host mandates two-factor authentication. O&amp;M operation records are centrally stored on a log platform and subject to regular review by Tencent Cloud's internal audit team.</p> |



| No. | Domain                                                   | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| 2.1 | Personnel involved in or using IT systems for operations | <p>The business operator must appropriately manage personnel according to Clause 2.1, by implementing at least the following:</p> <ol style="list-style-type: none"> <li>(1) Establish a personnel selection process for job assignments.</li> <li>(2) Require personnel to understand, acknowledge, and sign acceptance their roles and responsibilities regarding IT security. And a non-disclosure agreement (NDA).</li> <li>(3) Raise IT risk awareness among personnel who can access organizational data or systems, enabling them to use IT systems securely.</li> <li>(4) Prohibit personnel from using IT systems in ways that could cause damage to the business operator, the capital market as a whole, or that constitute illegal acts, or violations of the business operator's rules and ethics (if any).</li> <li>(5) Establish disciplinary measures for personnel who violate or fail to comply with IT security policies and measures.</li> <li>(6) Define procedures to be followed upon termination of employment or change of position, to prevent violations or damage to IT assets.</li> </ol> | <p>Customers shall properly manage personnel who participate in or operate information technology systems, including establishing staff selection procedures, signing confidentiality agreements with employees, conducting IT risk awareness campaigns, formulating penalty measures for violations, and implementing management mechanisms for employee resignation or job transfer.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established comprehensive human resource (HR) management standards and procedures to ensure the selection, recruitment, and assignment of personnel in line with job requirements. Tencent Cloud has defined a clear employee lifecycle framework, covering pre-employment procedures, on-the-job procedures, and offboarding procedures.</p> <p><b>Prior to onboarding,</b> applicants undergo interviews, during which Tencent Cloud assesses their competence to meet the job requirements. In accordance with applicable laws and job levels, the HR department conducts pre-employment background checks on candidates. These checks include verification of past work experience, criminal background screening, and educational qualification verification. The results of background checks are documented in Tencent Cloud's HR management system.</p> <p><b>Upon accepting employment,</b> internal employees are required to sign an employment agreement and an NDA. The employment agreement clarifies Tencent Cloud's existing security policies and the information security and personal data protection responsibilities to be fulfilled by employees or third parties. The NDA includes the signatory's confidentiality obligations and responsibilities, as well as potential penalties for violations of confidentiality</p> |

| No. | Domain           | Summary of Controls                                                                       | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|     |                  |                                                                                           | <p>clauses. Contract employees also undergo pre-employment background checks and are bound by the confidentiality requirements specified in the agreements signed between Tencent Cloud and the contracting agencies. The confidentiality requirements between Tencent Cloud and employees or third parties are reviewed and updated by the legal department as needed. During the employment tenure of employees or third-party personnel, the Human Resources Department conducts ongoing assessments of the security status of individuals with access to the cloud service management network or cloud service delivery network. Tencent Cloud has established a series of information security training and learning mechanisms to educate employees on information security policies, procedures, and guidelines. Employees are required to participate in regular information security awareness training.</p> <p><b>Tencent Cloud's offboarding process</b> includes procedures such as the timely termination of user accounts and permissions, and the recovery of company assets. All physical assets of Tencent Cloud are assigned to designated responsible persons and registered through Tencent Cloud's internal dedicated asset tracking system. Tencent Cloud conducts regular asset inventories to verify the actual existence of assets and documents the inventory results.</p> <p>Tencent Cloud has established a comprehensive disciplinary mechanism. Employees who violate company regulations or engage in unauthorized disclosure through any means will be subject to disciplinary proceedings. Depending on the circumstances, corresponding penalties, including termination of labor contracts, initiation of legal proceedings, and pursuit of criminal liability, will be imposed.</p> |
| 2.2 | External Parties | In cases where the business operator performs utilizes IT services from external parties, | Customers shall manage external personnel who participate in or use information technology systems, including conducting due diligence,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|     |        | <p>connects its IT systems with external parties or allows external parties to access the business operator's critical data or customer data in electronic form under the business operator's control. The business operator must manage the external parties as follows:</p> <p>(1) Assess the risks arising from using services, system connections, or data access by external parties, including subcontractors engaged by those external parties (if any).</p> <p>(2) Establish methods and criteria for selecting external parties.</p> <p>(3) Clearly define and document in writing the roles, responsibilities, and accountabilities of both the business operator and the external party.</p> <p>(4) For external parties providing significant IT services based on the risk assessment in Clause 2.2 (1), the service agreement or contract must grant the business operator, the Office, and external auditors appointed by the business operator or the Office, the right to access and audit the operations and internal controls of such external parties.</p> <p>(5) Have a non-disclosure agreement (NDA) in place for external parties or their</p> | <p>signing contracts and confidentiality agreements with external personnel, performing regular risk assessments and audit activities, and responding to information technology anomaly incidents.</p> <p><b>In terms of due diligence</b>, Tencent Cloud will actively cooperate with customers to provide information upon their requests to facilitate the completion of their due diligence processes. For more details on due diligence, please refer to the content in Annex 3-2 "<b>Selection of Service Providers</b>" under the clause "<a href="#">How Tencent Cloud Complies with and Assists Customers in Meeting the BOT's Regulations on Outsourcing Management for Financial Institutions</a>" in Chapter 6 of this guide.</p> <p><b>Regarding contract signing</b>, Tencent Cloud makes available online legal documents such as the <a href="#">Terms of Service</a>, <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a> on its official international website. These documents clearly define the scope and service levels of the services provided by Tencent Cloud, the protection of user data and intellectual property rights, the security responsibilities and obligations of both customers and Tencent Cloud, as well as the service term and scenarios for agreement termination. Meanwhile, customers may opt to sign customized agreements with Tencent Cloud, negotiating revisions to specific terms and provisions of the standard agreements to create a document that complies with regulatory requirements and can be approved by the customers' internal procurement/legal departments.</p> <p><b>For customer-conducted audits and assessments of Tencent Cloud</b>, to assist customers in meeting their outsourcing supervision requirements, Tencent Cloud will cooperate with customers' third-party security audits and oversight in accordance with actual circumstances and the agreements and arrangements made with customers. Dedicated</p> |

| No. | Domain | Summary of Controls                                                                                                                                                                                                              | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|     |        | subcontractors in cases where such parties can access the business operator's critical data or customer data.                                                                                                                    | personnel will be assigned to provide assistance, and we will actively respond to and coordinate with audit activities initiated by customers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|     |        | (6) Supervise, monitor, and manage the risks associated with using services, system connections, or data access from external parties, ensuring this is commensurate with the risk level and significance of the external party. | Meanwhile, Tencent Cloud's security team performs internal security audits at least once a year and continuously monitors the cloud platform and internal systems to maintain a sound security posture and compliance with relevant laws, regulations, and security management standards. In addition, Tencent Cloud undergoes professional audits by independent third parties on an annual basis, and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports.                                                                                           |
|     |        | (7) Ensure IT security from the use of services, system connections, or data access by external parties, aligning with the business operator's own IT security standards or with generally accepted international standards.     | <b>In terms of responding to information technology anomaly incidents,</b> Tencent Cloud offers a ticketing service through the Tencent Cloud official website console, supporting customers in reporting faults, incidents, problems, and complaints related to security, availability, and confidentiality. In addition, Tencent Cloud provides online customer service and telephone channels on the cloud console and official website, enabling customers to feedback problems encountered while using Tencent Cloud services. Tencent Cloud has a multi-region mutual backup customer service center that operates 24/7 to handle customer requests, providing round-the-clock technical support for cloud products as well as timely and high-quality service response and handling. |
|     |        | (8) Prepare for and respond to IT incidents that may occur and have a significant impact, ensuring the ability to continue providing services or conducting business operations.                                                 | Customers may also select applicable service plans to access dedicated support, including exclusive support groups, dedicated technical account managers, and value-added services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| No. | Domain              | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| 3   | IT Asset Management | <p>The business operator must establish IT asset management to appropriately, comprehensively, and up-to-date support IT security activities, as follows:</p> <p>3.1 Maintain an inventory of IT assets, including hardware, software, and associated usage rights/licenses for hardware and software.</p> <p>3.2 Assign an individual or department responsible for each IT asset.</p> <p>3.3 Ensure regular maintenance of IT assets.</p> | <p>Customers shall maintain an asset inventory covering external services, connections, data access, and associated information assets. They shall also establish an information asset management mechanism to identify, classify and grade assets, define asset ownership, and implement security management for assets based on their respective grades. The asset inventory shall be reviewed regularly and updated promptly in the event of any changes.</p> <p>To assist customers in conducting comprehensive information asset management, Tencent Cloud provides <a href="#">Cloud Workload Protection Platform (CWPP)</a>, which supports automated collection of asset fingerprints and centralized management of asset fingerprint data such as accounts, ports, processes, and applications. CWPP can also conduct rapid investigations into the risk impact scope of occurred security incidents based on asset fingerprints, helping customers enhance server security. Customers may also adopt Tencent Cloud's one-stop security management platform, <a href="#">Cloud Security Center (CSC)</a>, for information asset security management. CSC incorporates an Asset Security Center module, which enables customers to achieve automated and dynamic inventory of cloud-based assets (including Cloud Virtual Machines, Object Storage, Cloud Databases, Load Balancers, etc.). It also provides unified management of asset security risks through multiple security dimensions such as cloud configuration risks, vulnerabilities, and security incidents, thereby reducing the risk of cloud-based shadow IT.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated information asset management specifications and a full-lifecycle management process, implementing classified and graded management and protection for assets such as electronic data, hardware and its virtual devices, infrastructure, application systems, and software. Tencent Cloud</p> |

| No. | Domain        | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|     |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <p>leverages an asset management system to manage hardware devices and software components, covering asset registration and binding, asset inventory and information updates, asset decommissioning and replacement, etc. This ensures the stable operation of the underlying cloud platform systems and provides reliable support for business systems.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 4   | Data Security | <p>The business operator must establish data security measures to ensure data accuracy, completeness, availability, and appropriate confidentiality, as follows:</p> <p>4.1 Designate the individual or department responsible as the data owner.</p> <p>4.2 Implement data classification and corresponding security measures based on the classification level.</p> <p>4.3 Establish secure procedures for data input, processing, and destruction.</p> <p>4.4 Maintain a comprehensive and up-to-date inventory of data as an IT asset (data inventory).</p> | <p>Customers shall establish a data security protection mechanism, classify data based on its sensitivity and importance levels, and implement targeted data protection measures in accordance with different data levels. In addition, customers shall define clear data destruction procedures.</p> <p>To assist customers in complying with regulatory requirements, <b>in terms of data classification and grading</b>, the <a href="#">Data Security Governance Center (DSGC)</a> can help customers automatically sort out data assets, conduct data classification, grading and security risk assessment for enterprise data on the cloud. Based on data characteristics, it can specifically help enterprises identify sensitive data and sort out data assets from a security perspective. In accordance with national, industry or enterprise-specific data classification and grading standards, it can support enterprises in implementing data classification and grading practices.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established a robust internal data classification and grading standard, and all data is uniformly classified and graded in accordance with this standard at the time of creation. Customer data is categorized as high-security-level data within Tencent Cloud. For Tencent Cloud employees, unless the services selected by customers necessitate the processing of customer data, no employee will attempt to access any customer data.</p> <p><b>In terms of data storage protection</b>, a variety of Tencent Cloud's storage and database products</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|     |        |                     | <p>support data encryption functions, employing secure and high-strength encryption algorithms. They integrate the <a href="#">Key Management Service (KMS)</a> to achieve full-lifecycle key management, ensuring data confidentiality. The <a href="#">Key Management Service (KMS)</a> generates and protects keys using hardware security modules (HSMs) certified to FIPS 140-2 standards, and is capable of supporting customers in the full-lifecycle management of their encryption keys.</p> <p><b>In terms of data transmission protection,</b> all communications between customers and the Tencent Cloud console are encrypted and protected by the HTTPS security protocol. The cloud API interfaces provided by Tencent Cloud's products also feature security capabilities such as HTTPS encryption, signature verification, and status monitoring, delivering port-level communication security guarantees for customers' businesses. In addition, customers can leverage the following Tencent Cloud services to achieve secure data transmission across different scenarios:</p> <ul style="list-style-type: none"> <li>• <a href="#">Direct Connect (DC)</a>: Provides customers with exclusive and highly secure large-bandwidth network connections. Customers occupy dedicated network links, eliminating the risk of data leakage.</li> <li>• <a href="#">VPN Connection</a>: Enables secure data transmission between local data centers and resources hosted on Tencent Cloud based on network tunneling technology.</li> </ul> <p><b>For data deletion and destruction,</b> Tencent Cloud provides a secure and reliable data destruction mechanism. Upon termination of customer services, Tencent Cloud follows strict data erasure methods to completely delete all customer data, including replicas and backups, after the retention period expires. Deleted data is irrecoverable. When media used to provide Tencent Cloud services malfunctions and needs</p> |

| No. | Domain                                 | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|     |                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | replacement or reaches the end of its service life and needs to be decommissioned, Tencent Cloud will also promptly clear residual information and conduct thorough physical destruction in accordance with strict processes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 5   | Access Control for Data and IT Systems | <p>The business operator must establish effective access control for data and IT systems to prevent unauthorized access and modification, as follows:</p> <p>5.1 Establish procedures for managing user accounts and access rights, including regular reviews and updates to ensure rights are appropriate and aligned with job responsibilities. Implement processes to revoke access rights when access is no longer required.</p> <p>5.2 Implement appropriate user authentication methods commensurate with the risk level and prevent repudiation.</p> <p>5.3 Define control measures to restrict and monitor the use of privileged user accounts (privileged user management)</p> | <p>Customers shall establish identity authentication and access control mechanisms for data and information technology systems to regulate access to information assets, conduct regular reviews and updates of permissions, and strengthen the security management of privileged user accounts through the use of multi-factor authentication and monitoring mechanisms.</p> <p><b>In terms of user account and authorization management, <u>Cloud Access Management (CAM)</u></b> enables customers to securely and granularly manage access to Tencent Cloud products and resources. CAM also supports multiple forms of secondary identity verification, including MFA device verification or mobile phone verification code, to authenticate identity and ensure environmental security before login and sensitive operations.</p> <p>Tencent Cloud has formulated internal access control authorization policies and a separation of privileges matrix mechanism. It requires user accounts to use unique identifiers and sets password policies for employee accounts based on security baselines, including password length, complexity, locking, and reset rules. For internal terminals, operating systems, applications, and network devices, Tencent Cloud has configured policies for login failure limits and session timeouts.</p> <p>Tencent Cloud uses a zero-trust security management system to authenticate employee access, requiring users to complete two-factor authentication through the system before accessing internal resources. Tencent Cloud strictly adheres to the principle of least privilege, granting permissions to employees only based on</p> |



| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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|     |        |                     | <p>job responsibilities and business necessities. Regular permission reviews are conducted to prevent permission misuse and abuse.</p> <p>Tencent Cloud implements real-time security monitoring of employee account login status. Upon detection of any abnormal login activity, the IT security system will immediately notify the account owner for verification and handling, with detailed records kept of relevant incidents.</p> <p>For users with high-level permissions, customers can use <a href="#">CAM</a> to assign resource permissions to sub-users via tags, achieving granular access control over cloud resources. CAM also supports viewing and tracking employee operation records through <a href="#">CloudAudit</a>. Additionally, Tencent Cloud provides <a href="#">Bastion Host (BH)</a>, which enables fine-grained authorization based on users, assets, accounts, and operation permissions, ensuring users only have the minimum permissions required to access assets and complete work tasks. Bastion Host also supports operation audit functions, recording and analyzing user operation logs to ensure effective traceability of security incidents.</p> <p>Tencent Cloud has clarified internal management requirements for special access permissions and established relevant authorization mechanisms. Meanwhile, Bastion Host has been fully deployed in Tencent Cloud's production environment to centrally manage administrator account permissions for backend system components. Internal operation and maintenance (O&amp;M) personnel must obtain authorization to access the Bastion Host, with only specific Tencent Cloud O&amp;M staff granted access. Login to the Bastion Host requires two-factor authentication. Login logs and operation logs are uniformly collected and encrypted in Tencent Cloud's log management platform. Logs are audited by automated O&amp;M security audit tools and the internal audit team to detect system or operational anomalies, thereby</p> |

| No. | Domain                | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|     |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | preventing operational risks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6   | Cryptographic Control | <p>The business operator must establish reliable cryptographic controls in accordance with international standards, defining secure encryption methods and secure key management to ensure appropriate and effective confidentiality, integrity, and authenticity of data, as follows:</p> <p>6.1 Define secure encryption methods.</p> <p>6.2 Define key management, including controls for the entire lifecycle: key generation and installation, storage and backup, and key revocation or destruction.</p> <p>6.3 Define control measures for cryptographic keys provided by external parties, including verification to ensure that generated encryption keys are not shared with other parties.</p> <p>6.4 Establish procedures to handle cases of cryptographic key compromise (leakage).</p> | <p>Customers shall adopt internationally standardized cryptographic algorithms and establish cryptographic key management policies, standards, and procedures covering key generation, distribution, installation, update, revocation, recovery, and expiration. In addition, customers shall define control measures for encryption keys provided by external personnel and formulate handling processes for encryption key leakage incidents.</p> <p><b>To ensure the confidentiality and integrity of customer data</b>, a variety of Tencent Cloud's storage and database products support data encryption functions, employing secure and high-strength encryption algorithms. They integrate the <a href="#">Key Management Service (KMS)</a> to achieve full-lifecycle key management, ensuring data confidentiality.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated encryption and key management standards, specifying the use of cryptographic algorithms during data transmission and storage. For key management, Tencent Cloud selects cryptographic products and encryption algorithms that comply with relevant international cryptographic management policies.</p> <p>All communications between customers and the Tencent Cloud console are encrypted and protected by the HTTPS security protocol. The cloud API interfaces provided by Tencent Cloud's products also feature security capabilities such as HTTPS encryption, signature verification, and status monitoring, delivering port-level communication security guarantees for customers' businesses.</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|     |        |                     | <p><b>In terms of key management</b>, customers can utilize the <a href="#">Key Management Service (KMS)</a>. KMS enables customers to easily create and manage keys, meeting their key management needs across multiple applications and businesses while complying with regulatory and compliance requirements.</p> <p>The KMS generates and protects keys based on hardware security modules (HSMs) certified to FIPS 140-2 standards. It adopts secure data transmission protocols, employs multi-data-center distributed cluster deployment and hot backup, and the underlying HSM devices are deployed with cold backup in dual data centers, ensuring high availability of the KMS.</p> <p>To ensure the security of ciphertext and reduce the risk of key compromise or abuse, KMS supports regular key rotation. After key rotation, it remains compatible with ciphertext encrypted using the previous keys, without any impact on customers' business operations. KMS adopts secure and reliable methods to delete invalid, revoked or compromised keys. Deleted keys cannot be recovered, and data encrypted with such keys can no longer be decrypted.</p> <p>The communication and stored data of financial institutions are of high value and confidentiality. Through envelope encryption, KMS provides encryption services as well as key protection and permission management for protocol communication content, important documents and materials, meeting security and compliance requirements. The process of key transmission and distribution is encrypted and protected with TLS v1.2 enabled to prevent man-in-the-middle hijacking and theft.</p> <p>Tencent Cloud has also formulated encryption and key management standards that clarify the security requirements for key application, generation, storage, use, transmission, update, and destruction processes. All operations related to the key</p> |

| No. | Domain                              | Summary of Controls                                                                                                                                                                                                                                                                                                                  | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|     |                                     |                                                                                                                                                                                                                                                                                                                                      | <p>lifecycle shall comply with the basic requirements of dual control, rigorous handover, proper storage, and timely update. During the use of keys, it is also required to comply with the requirements of segregation of duties, strict approval, and real-name operation. Operational logs of business keys shall be retained, and regular operational audits shall be conducted.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 7   | Physical and Environmental Security | <p>The business operator must establish physical and environmental security for IT assets, along with protective systems and maintenance procedures for hardware and IT-related facilities, to prevent damage to IT assets stored in the primary data center, backup data center, and external-party data centers (co-location).</p> | <p>Customers shall establish physical and environmental security control mechanisms for information technology (IT) assets, and implement security protection and regular maintenance processes for hardware equipment and IT-related infrastructure to ensure the asset security of primary and backup data centers as well as hosted data centers.</p> <p>Tencent Cloud's infrastructure is deployed across multiple global locations, consisting of regions and availability zones (AZs). Each region is an independent geographic area, and each availability zone is an independent fault domain with physical isolation from other AZs. Based on business development needs and data security requirements, customers can independently and flexibly deploy data and systems in different regions or AZs to meet business disaster recovery requirements.</p> <p><b>In terms of data center environmental security,</b> all Tencent Cloud data centers worldwide are selected, constructed, or leased in compliance with relevant international standards and local security requirements. The power supply and air conditioning systems of each data center adopt a high-stability fully redundant design; any single-point failure will not affect the continuity of power supply and cooling. Each data center is equipped with a complete fire protection system, including zoned fire detection systems, automatic fire suppression systems, and manual fire-fighting equipment for emergency use. Anti-static floors are installed inside each data center, and server racks, cable trays, and other components are</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|     |        |                     | <p>equipped with grounding wires to prevent equipment damage caused by static electricity.</p> <p><b>Regarding data center access control,</b> Tencent Cloud has formulated formal access procedures for physical access to data centers. Anyone entering a data center must verify their identity and present identification documents to security operations personnel. Each data center administrator must record and manage the provision, modification, and termination of access rights in the internal data center access management system. Data center administrators conduct regular reviews of access rights to ensure appropriate allocation. If access rights are no longer relevant or necessary, data center administrators will disable them. Approved visitors to Tencent Cloud data centers must be accompanied by on-site Tencent Cloud engineers. All visitors or staff entering or exiting the data center are required to undergo identity verification, personal belongings inspection, and item registration.</p> <p><b>In terms of data center monitoring and daily inspections,</b> Tencent Cloud data centers are equipped with 24/7 non-blind-spot video surveillance and alarm systems covering computer rooms, handover areas, park entrances/exits, and building entrances/exits, with 24/7 on-duty security personnel. Security staff at each Tencent Cloud data center conduct regular inspections of computer rooms and equipment in strict accordance with inspection checklists and schedules, covering areas such as building entrances/exits, building perimeters, and interior spaces. Inspectors sign and record inspection times at checkpoints; in the event of infrastructure failures or security incidents, the data center emergency response process is activated immediately.</p> <p><b>For physical security drills in data centers,</b> each data center has developed a physical security emergency plan and regularly organizes security</p> |

| No. | Domain                          | Summary of Controls                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|     |                                 |                                                                                                                                                 | <p>drills for staff. In the event of a physical security incident, the plan can be activated immediately to guide relevant personnel in protecting customer assets to the maximum extent. All security incidents are documented and analyzed in detail to continuously improve and enhance existing security management standards and systems.</p> <p>In addition, Tencent Cloud conducts regular on-site audits of data centers to ensure compliance with Tencent Cloud's information security requirements. Tencent Cloud reviews the results of Threat and Vulnerability Risk Assessments (TVRA) conducted by data center service providers to verify the effectiveness of relevant management measures.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8.1 | System Configuration Management | Establish processes to control system configurations and conduct regular configuration reviews to ensure configurations are correct and secure. | <p>Customers shall establish a system configuration management mechanism and conduct regular reviews of system configurations to ensure their security and accuracy.</p> <p><a href="#">Cloud Security Center (CSC)</a> offers automated inspection and assessment capabilities for cloud product configuration risks, helping customers mitigate security risks arising from incorrect security configurations in cloud product usage and enhance their overall cloud security posture. Meanwhile, customers can adopt <a href="#">Config</a> to conduct centralized audit and governance of cloud resources. Config continuously records configuration information and configuration changes of various cloud resources across different regions under a customer's account. Based on Tencent Cloud best practice rules and compliance package templates, it automatically performs continuous compliance assessments on cloud resource configurations under an enterprise account, identifies non-compliant resource configurations, and thereby enables automated monitoring and management of cloud resources.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established a configuration management system and centrally</p> |

| No. | Domain            | Summary of Controls                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|     |                   |                                                                                                                                                                            | <p>manages all IT service components and configuration items through a Configuration Management Database (CMDB). It standardizes the management of Configuration Items (CIs) and their interrelationships. If a change process involves configuration updates, O&amp;M personnel shall update the versions and relevant information of the configuration items in the CMDB in accordance with the change plan after completing the change. Tencent Cloud conducts regular asset inventories and audits the CMDB to ensure the validity, accuracy, and completeness of all configuration item information.</p> <p>In addition, Tencent Cloud has formulated a set of network security configuration standards and security baseline standards, aiming to standardize the management of security configurations for network devices, firewalls, host server operating systems, databases, and application systems. Tencent Cloud uses scanning tools to continuously detect deviations between the configurations of operating systems, database management systems, and virtual images and the established standards. For identified deviations, Tencent Cloud automatically generates security work orders and sends them to the responsible teams for timely remediation. Tencent Cloud also conducts regular reviews of the security policies and parameter settings of network devices such as routers, firewalls, and network servers to ensure the effectiveness of these policies and parameters.</p> |
| 8.2 | Change Management | Implement sufficiently rigorous change management to ensure changes are made correctly and completely according to defined objectives and to prevent unauthorized changes. | <p>Customers shall formulate change management procedures, implement effective monitoring measures for system changes, and ensure that any change is executed only after obtaining authorization.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established a set of management standards for product and configuration changes, clarifying each step in the change process and the corresponding responsible parties to ensure that all changes are subject to</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| No. | Domain                 | Summary of Controls                                                                                                                                                                                                                                                   | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|     |                        |                                                                                                                                                                                                                                                                       | <p>appropriate review, approval, and testing before implementation. Meanwhile, Tencent Cloud has defined a management process for emergency changes, which may only be implemented after obtaining appropriate approval.</p> <p>All types of program changes—including changes to applications, configuration files, operating systems, and databases, must undergo business impact analysis and have a rollback plan formulated prior to deployment, with both subject to approval by the relevant responsible parties. Tencent Cloud's change release system mandates that change operations can only be performed by authorized personnel, retains logs related to all changes, and conducts regular log reviews. After a change is released, Tencent Cloud operations team verifies and monitors the change in the production environment and documents the results.</p> <p>In addition, Tencent Cloud classifies change requests by impact level based on attributes such as the importance/urgency of the O&amp;M request and the scope of the change. For change requests that may affect products, infrastructure, or network configurations in the external environment, Tencent Cloud will notify customers via announcements, emails, the Tencent Cloud official website console, and/or other appropriate channels.</p> |
| 8.3 | IT Capacity Management | <p>Establish standards and practices for capacity management, including monitoring system performance and assessing IT resource usage trends. This ensures support for current business operations and enables effective planning for future resource allocation.</p> | <p>Customers shall continuously monitor the usage of system resources, set performance and capacity thresholds, and implement necessary processes to manage situations where preset thresholds are exceeded, and plan resources to meet future usage requirements.</p> <p>To support customers in convenient capacity planning and adjustment, Tencent Cloud provides <a href="#">Auto Scaling (AS)</a> service. AS can automatically detect the health status of instances and dynamically adjust cloud server computing resources based on customers' business needs, policies, and preconfigured scaling conditions</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |



| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|     |        |                     | <p>(both scaling out and scaling in). This ensures that an appropriate number of cloud server instances are always available to handle customers' application loads.</p> <p>To enable monitoring and management of system performance, customers can use <a href="#">Tencent Cloud Observability Platform (TCOP)</a>. This service offers real-time monitoring, analysis, and alerting for cloud products/resources. It collects and visualizes monitoring metrics, including those proactively reported by cloud products (such as cloud servers and cloud databases) and custom-configured metrics reported by customers—through visual dashboards. TCOP helps customers gain real-time insights into cloud resource utilization, application performance, and cloud product operating status. It also supports setting alerts for metrics; based on predefined alert rules, customers are promptly notified of business anomalies via message pushes and other channels.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud conducts capacity demand forecasting based on business operation needs and formulates annual capacity management plans. While ensuring business continuity of information systems, business departments predict capacity and develop capacity plans by referencing historical capacity usage trends from previous monitoring and considering requirements for new businesses and systems. During daily operations, Tencent Cloud's internal teams conduct real-time monitoring of the capacity usage of the underlying supporting services of the cloud platform through an internal capacity monitoring platform, identifying capacity usage trends. When usage exceeds predetermined thresholds, the monitoring platform triggers alerts to notify relevant teams to follow up and take appropriate actions, ensuring the stable operation of products and services.</p> |

| No. | Domain                            | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| 8.4 | Security of Servers and Endpoints | Implement security measures for servers and operational devices (endpoints) to protect against various attack methods and threats from malicious software (malware). This reduces the risk of organizational IT systems being attacked, prevents the systems from being used as conduits to attack other entities, and protects against the leakage of critical data or unauthorized access to IT systems. | <p>Customers shall implement endpoint protection measures, deploy antivirus software to conduct regular system scans, and update virus databases in a timely manner to monitor and identify abnormal activities on endpoint systems.</p> <p>Customers can adopt <a href="#">Cloud Workload Protection Platform (CWPP)</a> to provide security protection for cloud hosts. Based on accumulated massive threat data, CWPP leverages machine learning to offer customers security protection services such as hacker intrusion detection and vulnerability risk alerts. Its security features include brute-force attack prevention, abnormal login notifications, malware detection, and high-risk vulnerability scanning, addressing the main cybersecurity risks faced by current servers.</p> <p>To assist customers in complying with regulatory requirements, <b>regarding host endpoint protection</b>, Tencent Cloud has deployed Endpoint Detection and Response (EDR) tools to conduct comprehensive monitoring and control of server endpoint assets across the entire network. The EDR tools adopted by Tencent Cloud support functions such as antivirus and intrusion detection, security baseline and vulnerability scanning, and security compliance auditing for command operations and login behaviors, triggering alerts when malicious programs or abnormal activities are identified. Tencent Cloud follows up on and handles alert events through its work order system.</p> <p><b>In terms of office endpoint protection</b>, Tencent Cloud has formulated internal software security specifications, clarifying usage restrictions for software on office endpoints (including laptops and workstations). It utilizes application whitelisting technology to only allow the operation of known and trusted programs, reducing the risk of malware intrusion. Tencent Cloud also implements endpoint control through a zero-trust security management system, achieving comprehensive security protection such as ransomware prevention, phishing attack</p> |

| No. | Domain                                         | Summary of Controls                                                                                                                                                                                 | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|     |                                                |                                                                                                                                                                                                     | <p>prevention, and internal lateral movement prevention through security capabilities including virus scanning and removal, vulnerability patching, and proactive defense.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 8.5 | Security Policies and Measures for Remote Work | <p>Establish policies and security measures for teleworking, mobile device usage, and Bring Your Own Device (BYOD), considering associated risks and implementing appropriate control measures.</p> | <p>Customers shall implement security controls over remote work, the use of mobile devices, and bring-your-own-device (BYOD) practices to prevent security risks arising from the improper use of mobile devices.</p> <p>Customers can use <a href="#">VPN Connection</a> to achieve connectivity between their local data centers and resources hosted on Tencent Cloud. The VPN tunnel encrypts transmitted data using the Internet Key Exchange (IKE) protocol and IPsec, establishing a secure and trusted data tunnel over the Internet to safeguard data security during transmission. The VPN gateway features high reliability, with an underlying active-active backup architecture to ensure uninterrupted communication sessions without any perceptible impact on upper-layer applications.</p> <p>To facilitate customers in securely and quickly accessing cloud-based business systems at any time, from any location, and via any mainstream terminal, Tencent Cloud supports SSL VPN remote access technology. SSL VPN protects the security of data transmitted over the Internet through encryption and also supports appropriate access control measures to reduce the occurrence of unauthorized access.</p> <p>To assist customers in complying with regulatory requirements, <b>in terms of remote work</b>, Tencent Cloud has established internal procedures for managing employee remote access. Employees may only use trusted devices registered on Tencent Cloud to remotely access Tencent Cloud's office network and daily office systems via encrypted communication channels. Tencent Cloud maintains remote access logs to record user operation behaviors. Meanwhile, Tencent Cloud's internal office network is completely isolated from</p> |

| No. | Domain      | Summary of Controls                                                                                                                                                                                                                                                  | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|     |             |                                                                                                                                                                                                                                                                      | <p>the production environment where customer data is stored. When Tencent Cloud employees obtain customer consent and authorization to access customer information assets, they must access the production environment where customer data resides through a bastion host with two-factor authentication.</p> <p><b>In terms of mobile device usage and bring-your-own-device (BYOD) management,</b> Tencent Cloud has established relevant standards for mobile office security management, specifying security requirements for the use of internal mobile devices. Employees must strictly adhere to the company's endpoint control and access requirements when using mobile devices. For data identified as sensitive on devices, Tencent Cloud employs encryption and data leakage prevention technologies to prevent illegal or accidental data leakage.</p> <p>Tencent Cloud has deployed a zero-trust security management system to conduct security controls. Leveraging the system's security capabilities including virus scanning and removal, vulnerability remediation, and active defense, it achieves comprehensive security protection against ransomware, phishing attacks, and internal lateral movement. The zero-trust security management system also supports the sensitive data exfiltration monitoring function, which can audit and block file exfiltration activities via email, cloud storage services, remote control tools, file transfer tools, and other channels, preventing potential data theft incidents.</p> |
| 8.6 | Data Backup | Perform backups of critical data using appropriate methods and frequencies, ensuring backup data is available and consistent with IT system recovery objectives in case the primary IT systems or data fail or are damaged. Test backup data and recovery procedures | <p>Customers shall establish a backup management mechanism, back up critical data, encrypt and physically protect backup storage media, and conduct regular backup restoration tests.</p> <p>As of 2026, Tencent Cloud has deployed three data centers in Thailand, each with independent power and network infrastructure, which can support customers in storing, processing, and backing up</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

| No. | Domain | Summary of Controls   | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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|     |        | at least once a year. | <p>data within Thailand's borders. A variety of storage and database services provided by Tencent Cloud are equipped with backup functionality to meet customers' diverse backup requirements. For example:</p> <ul style="list-style-type: none"> <li>For data stored in <a href="#">Cloud Object Storage (COS)</a>, customers can use the cross-region replication feature to store data in multiple designated regions simultaneously. This ensures that in the event of partial data loss, complete data can still be retrieved and restored through redundant data, while also avoiding losses caused by irreversible disasters affecting storage in a single availability zone, achieving multi-redundancy backup and off-site disaster recovery.</li> <li>The snapshot backup feature of <a href="#">Cloud Block Storage (CBS)</a> backs up data by capturing point-in-time snapshots of CBS, preventing data loss due to tampering or accidental deletion and enabling rapid rollback in case of business failures.</li> <li><a href="#">Cloud File Storage (CFS)</a> provides scheduled snapshot functionality, allowing customers to flexibly configure backup task policies.</li> <li><a href="#">Cloud Native Database TDSQL-C</a> supports two backup types: logical backup and snapshot backup. Through full data backups and subsequent binlog backups over a period of time, the entire TDSQL-C MySQL cluster or specific databases/tables can be restored to any point in time.</li> <li><a href="#">TencentDB for MySQL</a> supports both automatic and manual backups, as well as cross-region backup functionality. This helps customers enhance disaster recovery capabilities and improve data reliability.</li> <li><a href="#">TencentDB for MongoDB</a> offers automatic data backup and lossless restoration</li> </ul> |

| No. | Domain                                                                      | Summary of Controls                                                                                                                                                                            | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|     |                                                                             |                                                                                                                                                                                                | mechanisms, supporting multi-node data backups. Customers can retain backup data for multiple days through the backup mechanism to facilitate data restoration in the event of a disaster.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 8.7 | IT System Log Management:<br>Collect and retain IT system usage logs (logs) | Comprehensively and sufficiently to serve as evidence for electronic transactions and to enable tracking and retrospective auditing of data and IT system access and usage as required by law. | <p>Customers shall comprehensively and adequately collect and protect event logs related to information technology systems, ensure the integrity and traceability of the logs, and conduct regular log audits on the access and usage of data and information systems.</p> <p><b>To assist customers in log collection, aggregation, and analysis,</b> Tencent Cloud provides <a href="#">Cloud Log Service (CLS)</a>. As a one-stop log management platform, CLS offers a full range of services from log collection and storage to log search and analysis, real-time consumption, and log delivery, helping customers address needs related to business operations, security monitoring, log auditing, and log analysis. CLS adopts a highly available distributed architecture, storing log data with multi-redundancy backups to prevent service unavailability due to single-node failures, ensuring high service availability and providing stable and reliable support for log data. <a href="#">Cloud Security Center (CSC)</a> also supports collecting various cloud security-related data, including alerts from cloud security products, cloud asset configuration change data, cloud user operation behavior data, and logs from selected cloud products. It provides a unified search and investigation platform to enable customers to conduct comprehensive cloud log auditing, search, and investigation. Additionally, <a href="#">Elasticsearch Service (ES)</a> aggregates and transmits real-time logs from cloud servers, containers, and other cloud products, as well as historical and incremental business data, to Tencent Cloud ES clusters for distributed data storage, query, and analysis.</p> <p><b>For the collection and retention of network logs,</b> <a href="#">Cloud Firewall (CFW)</a> supports full-traffic</p> |

| No. | Domain              | Summary of Controls                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|     |                     |                                                                                                                                                    | <p>network log analysis with a maximum retention period of 6 months. It also provides advanced threat traceability analysis, enabling the analysis of domain name registration, resolution, filing, and historical resolution information.</p> <p><b>For the collection and retention of operation logs</b>, customers can use <a href="#">CloudAudit</a> to conduct supervision, compliance checks, operation reviews, and risk audits of Tencent Cloud account activities. CloudAudit supports online access to Tencent Cloud console and cloud API operation records within 90 days.</p> <p>To assist customers in complying with regulatory requirements, in terms of log management. Tencent Cloud has established log collection and management specifications and mechanisms for logs such as login logs, operation logs, system regular logs, and system security event logs. These mechanisms govern the recording, extraction, storage, protection, analysis, and auditing of logs to detect and prevent abnormal system activities and risks. Logs are uniformly collected and managed in Tencent Cloud's log management platform, with backup and strict protection measures implemented to prevent unauthorized modification or deletion. Tencent Cloud audits logs through automated O&amp;M security audit tools and internal audit teams to detect system or operational anomalies, thereby mitigating operational risks.</p> |
| 8.8 | Security Monitoring | Implement processes or tools to monitor systems and detect IT incidents or cyber threats that could impact the security of significant IT systems. | <p>Customers shall monitor information technology systems by establishing processes or utilizing relevant tools to ensure the timely detection of anomalies or threats that may affect the security of critical information technology systems.</p> <p>To support customers in threat detection and analysis, Tencent provides the <a href="#">Threat Intelligence X (TIX)</a> platform. As a one-stop threat intelligence service platform, TIX offers three core intelligence capabilities: basic intelligence, attack surface intelligence, and</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|     |        |                     | <p>business intelligence. It supports functions such as intelligence query, IOC (Indicator of Compromise) analysis, and attack surface management, enabling customers to more efficiently analyze and assess security incidents and comprehensively evaluate the risk of enterprise asset exposure. This helps enterprises build an effective three-dimensional security defense system. TIX has established a comprehensive intelligence collection network, gathering and analyzing threat intelligence from diverse sources including vulnerability communities, security organizations, security tool vendors, social media, and security blogs. It leverages cloud-based algorithms to eliminate false positives, ensuring the accuracy of the intelligence.</p> <p>In addition, TIX is centered on SaaS delivery and supports multiple deployment methods such as Web APIs, SDKs, TIP (Threat Intelligence Platform) integration, and mini-programs to meet the needs of different customers. TIX can also be integrated with customers' existing security products through API integration, enhancing overall security operations and threat response efficiency.</p> <p>Empowered by TIX, Tencent Cloud is committed to building a proactive defense security system encompassing "intelligence - offense and defense - management - planning." By integrating threat intelligence, artificial intelligence, big data, and other technologies, Tencent Cloud enhances the responsiveness and efficiency of security incident handling. It also operates a 24/7 Security Operations Center (SOC) focused on threat detection, investigation, and response, achieving visible, understandable, and controllable cybersecurity situational awareness.</p> |



| No.  | Domain                             | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 8.9  | Technical Vulnerability Assessment | Conduct technical vulnerability assessments appropriate to the risk level to identify vulnerabilities and enable timely remediation and prevention of potential cyber threats. Assessments must cover all significant IT systems and all internet-facing IT systems at least annually and whenever significant changes occur to such systems.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Customers shall conduct regular vulnerability assessments and penetration tests to identify security vulnerabilities and evaluate their cybersecurity defense capabilities and take timely measures to fix and prevent potential cybersecurity threats. In addition, customers shall ensure that records of their penetration testing activities are retained for at least two years and shall submit their penetration test result reports promptly upon receiving notifications from regulatory authorities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 8.10 | Penetration Testing                | <p>8.10.The business operator must conduct penetration tests as follows:</p> <p>(1) For application systems and network systems that are internet-facing (connected to the public network).</p> <p>(2)For systems other than those in (1), conduct a risk assessment of potential intrusions via internal organizational communication computer networks to determine the appropriate scope and frequency of penetration testing.</p> <p>8.10.2 The above penetration tests must be conducted by internal or external experts who are independent from the system owners.</p> <p>8.10.3 If vulnerabilities are detected, the business operator must promptly take corrective actions and implement preventive measures against potential cyber threats to eliminate the risks associated with the identified vulnerabilities.</p> | <p><b>In terms of penetration testing</b>, Tencent Cloud provides <a href="#">Penetration Testing Service (PTS)</a> for customers. By fully simulating the attack techniques and vulnerability discovery methods that hackers may employ, PTS conducts in-depth detection of target system security through controlled and non-destructive methods. It identifies vulnerabilities in target systems and network devices, provides security hardening recommendations to help customers enhance system security, and supports verification after vulnerability remediation. For vulnerability scanning, customers can opt for <a href="#">Vulnerability Scanning Service (VSS)</a> to detect enterprise network assets and identify associated risks. Leveraging Tencent's years of accumulated security experience and threat intelligence, VSS has established a comprehensive and robust vulnerability rule base, and is equipped with professional and efficient detection capabilities for 0Day/1Day/NDay vulnerabilities. It can perform regular security scanning, continuous risk alerts, and vulnerability detection on the availability, security, and compliance of customer assets, provide customers with professional remediation recommendations, and mitigate security risks. VSS also supports integration with cloud products such as Cloud Workload Protection Platform (CWPP) and Web Application Firewall (WAF), forming a closed loop from risk monitoring to risk remediation.</p> |

| No.  | Domain           | Summary of Controls                                                                                                                                                                                                                                                                                                                                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|      |                  | <p>8.10.4 The business operator must retain records of the activities under clause 8.10 for no less than 2 year. Records must be stored in a manner that allows the Office to promptly access and inspect them without delay.</p> <p>8.10.5 The business operator must promptly submit the penetration test result report upon request from the Office.</p> | <p>To assist customers in complying with regulatory requirements, Tencent Cloud regularly generates scanning tasks through its vulnerability scanning system to conduct vulnerability scans on assets in the cloud environment, and performs analysis, classification, and remediation of detected vulnerabilities. Tencent Cloud's security team conducts regular full-link large-scale penetration testing, and flexibly carries out targeted penetration testing prior to new product launches or in the event of major system changes. Penetration testing results are notified to relevant responsible departments via security work orders, which are required to promptly patch vulnerabilities or implement other compensatory control measures, ensuring that exploitable vulnerabilities identified in penetration testing are properly addressed. In addition, Tencent Cloud regularly conducts red team-blue team exercises to simulate and defend against cyberattacks in real combat scenarios.</p> <p>Tencent Cloud has also established an external vulnerability feedback platform and launched a Vulnerability Reward Program, inviting industry security experts to help identify system security vulnerabilities and risks from a hacker's perspective. This enables timely remediation of security issues and safeguards the ecological security of Tencent Cloud.</p> |
| 8.11 | Patch Management | <p>Establish a controlled process for installing security patches on systems and devices to reduce the risk of future attacks.</p>                                                                                                                                                                                                                          | <p>Customers shall establish procedures for installing vulnerability patches on systems and devices, and deploy patches based on the severity of the vulnerabilities and the importance of the IT systems, so as to reduce the risk of future cyberattacks.</p> <p>Customers can also leverage <a href="#">Cloud Workload Protection Platform (CWPP)</a> to detect Linux software vulnerabilities, Windows system vulnerabilities, Web-CMS vulnerabilities, and application vulnerabilities, issue real-time alerts, and obtain vulnerability remediation solutions, helping them respond rapidly to vulnerability</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|     |        |                     | <p>risks. <u><a href="#">Tencent Container Security Service (TCSS)</a></u> is a virtual patching system developed by Tencent Cloud Security to defend against frequently emerging zero-day vulnerabilities. It integrates Tencent's vulnerability mining and real-time high-risk vulnerability alert technologies to capture and analyze vulnerabilities, generate virtual patches based on Tencent's professional expertise, and automatically enforce these virtual patches on cloud servers, effectively blocking hacker attacks. In addition, customers can use <u><a href="#">Vulnerability Scanning Service (VSS)</a></u> to conduct regular security scans, continuous risk alerts, and vulnerability detection on the availability, security, and compliance of the enterprise's network devices and application services, and reduce enterprise security risks by following the professional remediation recommendations provided by VSS.</p> <p>To assist customers in complying with regulatory requirements, in terms of patch management, Tencent Cloud identifies the latest patches and conducts thorough security testing on them prior to installation to ensure the security of patch deployment. Tencent Cloud regularly notifies internal business teams to perform patch upgrades and installations, uses endpoint detection tools to periodically scan patch installation status, and automatically generates alert work orders for devices with overdue patches pending installation.</p> <p>Meanwhile, Tencent Cloud has established an internal vulnerability scanning mechanism and an external vulnerability collection platform to report internal and external vulnerability traits and threat issues. Security vulnerability work orders are recorded in the security operation system and assigned to relevant personnel responsible for resolution within a specified timeframe. In addition, Tencent Cloud Security Research Team integrates vulnerability protection capabilities into Tencent Cloud's Web Application Firewall (WAF) system in the form of virtual patches to ensure the</p> |

| No. | Domain                        | Summary of Controls                                                                                                                                                                                                                                                                                                                                                    | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|     |                               |                                                                                                                                                                                                                                                                                                                                                                        | overall security of the cloud computing platform.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 9   | Communication System Security | The business operator must implement appropriate security measures for communication systems to ensure the security and stability of the communication network and the data transmitted over it. These measures must be capable of preventing intrusions or potential cyber threats, and ensuring the communication system remains continuously available for service. | <p>Customers shall establish a network communication security protection mechanism to ensure the security and stability of communication networks and the data transmitted over them, and implement or deploy necessary network security devices to guard against cybersecurity threats and intrusions.</p> <p>Tencent Cloud's data centers are deployed across multiple regions worldwide, consisting of regions and availability zones (AZs), covering mainland China, the Asia-Pacific region, North America, and Europe. Based on business development needs and data security requirements, customers can independently and flexibly deploy data and systems in different regions or availability zones to meet business disaster recovery requirements. Tencent Cloud's underlying network adopts a redundant architecture, combined with route-level path prioritization and traffic engineering scheduling for route reachability, ensuring that network services will not be interrupted due to single-device failures. Tencent Cloud's computing nodes also adopt a redundant design; in the event of a single computing node failure, the scheduler will automatically remove it in real time, effectively guaranteeing the availability of customers' businesses.</p> <p><b>In terms of network communication security,</b> all communications between customers and the Tencent Cloud console are encrypted and protected by the HTTPS security protocol. The cloud API interfaces provided by Tencent Cloud's products are equipped with security capabilities such as HTTPS encryption, signature verification, and status monitoring, delivering port-level communication security guarantees for customers' businesses. <u><a href="#">Direct Connect (DC)</a></u> can also</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|     |        |                     | <p>provide customers with exclusive, high-security large-bandwidth network connections, allowing customers to occupy dedicated network links and reduce the risk of data leakage. In addition, customers can use <a href="#">Cloud Connect Network (CCN)</a> to achieve secure intranet connectivity between cloud-based Virtual Private Clouds (VPCs) as well as between VPCs and local Internet Data Centers (IDCs).</p> <p><b>To meet network zoning requirements,</b> customers can leverage Tencent Cloud's <a href="#">Virtual Private Cloud (VPC)</a> service to build multiple independent network spaces for their purchased cloud resources, supporting custom subnet division, IP address assignment, and routing policies. As an exclusive cloud-based network space built on Tencent Cloud, VPC leverages tunneling technology to construct virtual networks over physical infrastructure. Through virtualization, it achieves complete intranet isolation between different VPCs, providing customers with independent and isolated secure cloud networks. For cloud servers within a VPC, customers can configure Security Groups and Network ACL rules to control inbound and outbound traffic at the instance and subnet levels, implementing multi-layered network access control.</p> <p><b>For network perimeter protection,</b> Tencent Cloud provides customers with the <a href="#">EdgeOne (EO)</a> platform, which delivers security protection and acceleration services based on Tencent's global edge nodes. It features capabilities including DDoS protection, intelligent web protection, BOT/crawler attack protection, and DNS resolution, while also supporting customers to configure custom access control rules based on business needs. <a href="#">Cloud Firewall (CFW)</a> is primarily designed to protect different network perimeters for customers, supporting active firewall ACL management, real-time IPS interception, virtual patching, and malicious code</p> |

| No.  | Domain                | Summary of Controls                                                                                                                   | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|      |                       |                                                                                                                                       | <p>detection. It can meet the DMZ zone requirements in traditional networks, prioritize protection for core assets, and implement fine-grained isolation and control between VPCs. <a href="#">Web Application Firewall (WAF)</a> is capable of addressing security protection issues for websites and web services such as web attacks, intrusions, vulnerability exploitation, malicious code implantation, content tampering, backdoor infiltration, and crawling. <a href="#">Anti-DDoS</a> utilizes abundant and high-quality DDoS protection resources combined with continuously evolving proprietary and AI-driven detection algorithms to counter DDoS attacks.</p> <p><b>In terms of network security control and management</b>, Tencent Cloud has deployed a mature network security architecture, employing multiple defense mechanisms such as firewalls, Intrusion Detection/Prevention Systems (IDS/IPS), DDoS protection, network logical isolation, and web application security to promptly detect, filter, and block malicious network traffic, thereby protecting Tencent Cloud's network security. Tencent Cloud has also configured internal network monitoring systems to monitor and issue alerts for network devices such as routers, firewalls, and network servers. In addition, Tencent Cloud has implemented multiple measures including access control and approval workflows to strictly prohibit unauthorized personnel from accessing internal network resources, including network analysis and monitoring tools.</p> <p>For more information on communication security, please refer to the provisions of “<b>5. Communication Security</b>” in Chapter 5.3 “<a href="#">5.3 IT Risk Supervision Rules - Annex 2 IT Security Management</a>” of this Guide.</p> |
| 10.2 | IT System Acquisition | Establish guidelines for acquiring IT systems and service providers to ensure that acquired systems meet business requirements and IT | Customers shall formulate selection criteria for IT systems and service providers to ensure that the procured systems can meet business needs and information security requirements.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| No.  | Domain                | Summary of Controls                                                                                                                                                                                                                     | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|      |                       | security requirements. Consider flexibility regarding changing service providers, technological changes, and other significant changes related to business operations.                                                                  | <p>As a cloud service provider, Tencent Cloud assigns dedicated personnel to respond to customers' due diligence reviews based on their requirements. For more details on due diligence, please refer to the content in Annex 3-2 "<b>Selection of Service Providers</b>" under the clause "<a href="#">How Tencent Cloud Complies with and Assists Customers in Meeting the BOT's Regulations on Outsourcing Management of Financial Institutions</a>" in Chapter 6 of this guide.</p> <p>Meanwhile, Tencent Cloud has obtained multiple security and privacy compliance certifications and qualifications through third-party independent audits or assessments. Specifically for the Thailand region, Tencent Cloud has successfully passed the IT compliance audit for the Thai financial industry conducted by an independent third party. Customers can independently download the latest report from the <a href="#">Tencent Cloud Compliance Document Center</a>.</p> <p>In addition, Tencent Cloud strives to integrate the ISO/IEC 20000 IT service management standard, ISO/IEC 27001 information security management system, and ISO/IEC 9001 quality management system standard into the entire product security development lifecycle (SDLC). It focuses on different stages including requirements analysis, design, research and development, testing, delivery, and operation and maintenance, incorporating information security and privacy protection concepts into every phase of product development to ensure that cloud products are subject to adequate security controls throughout their lifecycle.</p> |
| 10.3 | IT System Development | Establish control measures for IT system development, covering design, development, testing, and deployment into production, to ensure systems are accurate, secure, reliable, available, and sufficiently flexible to support business | <p>Customers shall establish a system development lifecycle (SDLC) management framework and incorporate security requirements into all phases of the system development lifecycle.</p> <p>Customers can leverage <a href="#">Cloud-Native Build (CNB)</a>, a developer tool provided by Tencent Cloud. CNB is deeply integrated with agile</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|     |        | <p>plans. At a minimum, implement the following:</p> <ol style="list-style-type: none"> <li>(1) Define system requirements and technical specifications.</li> <li>(2) Separate roles and responsibilities among personnel involved in system development to ensure independent review before the system is deployed into production.</li> <li>(3) Segregate the environments used for system development and testing from the production environment.</li> <li>(4) Implement processes or tools to control the secure development of computer code.</li> <li>(5) Conduct testing of developed or modified IT systems to ensure they process data correctly, completely, and according to user requirements.</li> <li>(6) Implement controls to ensure the accuracy and completeness of data conversion.</li> <li>(7) Implement measures to ensure the security and confidentiality of critical data used during testing.</li> <li>(8) Perform performance testing on systems related to service delivery or electronic transactions when significant development or changes are made, to ensure the system can</li> </ol> | <p>development concepts. An orderly agile development process—from issue identification and merge request management to task collection—is established, helping customers verify the market performance of product versions with lower costs and faster iteration cycles. In addition, <a href="#">Tencent Infrastructure Automation for Terraform</a> is an automation capability provided by Tencent Cloud for the deployment, implementation and management of Tencent Cloud resources, based on the plugin extension system of Terraform—a globally popular Infrastructure as Code (IaC) tool. It connects Terraform's sophisticated and mature infrastructure automation capabilities with Tencent Cloud's cloud resource service capabilities, enabling customers to easily implement DevOps, multi-cloud deployment and other models.</p> <p><b>In terms of system security development lifecycle management,</b> Tencent Cloud's product security development process focuses on integrating information security and privacy protection concepts into different stages including requirements analysis, design, research and development, testing, delivery, and operation and maintenance, to ensure that cloud products are subject to adequate security controls throughout their lifecycle. Relevant security control measures include:</p> <ul style="list-style-type: none"> <li>• Security Training: Promote secure coding awareness among developers and strictly require relevant personnel to comply with secure coding standards.</li> <li>• Requirements Analysis: Conduct communications on business content, business processes, and technical frameworks to identify the optimal approach for embedding security measures.</li> <li>• System Design: Perform threat modeling for system design and conduct security technical</li> </ul> |



| No. | Domain | Summary of Controls                                                                                                                                                                                     | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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|     |        | handle the required workload in line with business needs.                                                                                                                                               | assessments of the adopted architecture.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|     |        | (9) If outsourcing the development or modification of IT systems to external parties, the business operator must monitor and control the execution to ensure compliance with the outsourcing agreement. | <ul style="list-style-type: none"> <li>• System Development: Provide self-developed secure development components for R&amp;D personnel during the development process and require coding in accordance with Tencent Cloud's secure coding standards.</li> <li>• Security Verification: Detect vulnerabilities through code security reviews, asset security scanning, web scanning, manual security assessments, penetration testing, and code audits.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|     |        | (10) Establish a process to obtain approval from management or a committee designated by the business operator before deploying the system into production.                                             | <ul style="list-style-type: none"> <li>• Release: Only after all high-risk issues have been fixed can the system be released to the production environment, preventing products with security vulnerabilities from running in the production environment.</li> </ul> <p>Tencent Cloud's change and release management procedures cover changes to applications, configuration files, operating systems, and databases. All these changes are subject to independent functional testing prior to deployment. After the changes are released, Tencent Cloud conducts regression testing on the system changes.</p> <p>In addition, Tencent Cloud has formulated internal access control authorization policies and a segregation of duties matrix mechanism to ensure the separation of responsibilities among personnel involved in software development, testing, and release. Tencent Cloud ensures that the development/testing environment and the production environment are isolated from each other, and prohibits the use of unsensitized production data in the development/testing environment.</p> <p><b>For the use of third-party products,</b> Tencent Cloud has formulated supply chain security management requirements, specifying that security admission reviews shall be conducted when introducing external components, and security hardening and defense measures shall be implemented before deployment to ensure that</p> |

| No.  | Domain           | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|      |                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>products pass the pre-deployment security check. After a product is deployed, continuous security operation and maintenance as well as security checks will be carried out to address security issues in a timely manner. Tencent Cloud will identify security risks through the evaluation of the product's security operation status, urge suppliers to make improvements, and review the subsequent cooperation strategy with the suppliers. In addition, Tencent Cloud has established open-source component security management specifications to ensure that the open-source components introduced by the R&amp;D team are from reliable sources, pass security reviews, and are used in a safe and legal manner.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10.4 | IT System Change | <p>(1) Assess the impact of changes and prioritize them.</p> <p>(2) Establish a change request approval process, requiring written approval from the system owner to ensure the necessity of the change has been appropriately considered.</p> <p>(3) Test the system before deploying or installing it in the production environment to reduce risks and potential impacts.</p> <p>(4) Establish a process to obtain approval from management or a committee designated by the business operator before deploying the system into production.</p> <p>(5) Implement processes or tools for source code version control and support rollback to a previous state.</p> <p>(6) Update system documentation to reflect any changes made, ensuring it</p> | <p>Customers shall formulate change management procedures, and ensure that any changes to information assets undergo assessment, testing, review and approval prior to implementation.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established a set of management standards for product and configuration changes, clarifying each step in the change process and the corresponding responsible parties to ensure that all changes are subject to appropriate review, approval, and testing before implementation. Meanwhile, Tencent Cloud has defined a management process for emergency changes, which may only be implemented after obtaining appropriate approval.</p> <p>All types of program changes—including changes to applications, configuration files, operating systems, and databases—must undergo business impact analysis and have a rollback plan formulated prior to deployment, with both subject to approval by the relevant responsible parties. Tencent Cloud's change release system mandates that change operations can only be performed by authorized personnel, retains logs related to all changes, and conducts regular log reviews. After a change is released, Tencent Cloud operations team verifies and monitors the change in the production</p> |

| No. | Domain                 | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|     |                        | remains current.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>environment and documents the results.</p> <p>In addition, Tencent Cloud classifies change requests by impact level based on attributes such as the importance/urgency of the O&amp;M request and the scope of the change. For change requests that may affect products, infrastructure, or network configurations in the external environment, Tencent Cloud will notify customers via announcements, emails, the Tencent Cloud official website console, and/or other appropriate channels.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11  | IT Incident Management | <p>The business operator must appropriately and promptly manage IT incidents as follows:</p> <p>11.1 Establish channels to receive reports of IT incidents from staff, service users, and other relevant parties.</p> <p>11.2 Establish an IT incident management plan or procedures.</p> <p>11.3 Report IT incidents to the responsible personnel and the Office without delay upon becoming aware of the incident.</p> <p>11.4 Analyze the root cause of the IT incident to determine corrective actions and prevent recurrence in the future.</p> <p>11.5 Record information related to the management of IT incidents and retain such records for no less than 2 years from the date of the incident. Records must be stored in a manner that allows the Office to promptly access and inspect them without delay.</p> | <p>Customers shall establish procedures and workflows for managing information technology incident events, formulate communication plans that define relevant stakeholders to be contacted and communication content in the event of an incident. They shall analyze the root causes of incidents, implement corrective actions, and retain relevant records for at least two years for ready access and inspection. In addition, customers shall conduct cybersecurity incident drills at least once a year and report the inspection results to the management.</p> <p>To support customers in incident detection and rapid response, Tencent Cloud provides <a href="#">Cloud Security Center (CSC)</a>, a one-stop security management platform. With its modules including Asset Center, Risk Center, Alert Center, and Advanced Security Management, CSC helps customers establish a closed-loop security operation system covering pre-incident threat detection, in-incident response and handling, and post-incident forensics and analysis, thereby improving the efficiency of security operations.</p> <p><b>For incident detection and response</b>, Tencent Cloud has established a detailed incident management process and uses an internal security operation system to record security incidents. For identified security incidents, Tencent Cloud classifies them based on factors such as incident nature, data sensitivity, and impact scope, and</p> |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                    | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|     |        | 11.6 Test and review the IT incident management procedures or plan at least once a year. This must include testing for managing cyber security incident, and the results of the test and review must be reported to the business operator's board of directors or a committee designated by the board. | <p>promptly notifies the relevant responsible personnel to follow up on handling. Leveraging its 24/7 security operation system, Tencent Cloud's security team focuses on core scenarios including vulnerability monitoring, intrusion forensics, and attack mitigation. It responds to security alerts in real time, swiftly completes attack forensics, and formulates emergency response plans to effectively contain the spread of security incidents.</p> <p><b>Regarding incident notification,</b> for security incidents that may affect customers, Tencent Cloud will, after internal review and based on the scope and severity of the information security incident, notify customers of the incident handling and analysis results through appropriate means, and provide corresponding technical support to assist customers in taking remedial measures to minimize losses.</p> <p><b>For customers to report issues to Tencent Cloud,</b> the Tencent Cloud official website console offers a ticketing service, supporting customers in reporting faults, incidents, problems, and complaints related to security, availability, and confidentiality. In addition, Tencent Cloud provides online and telephone channels on its official website for customers to feedback issues encountered while using Tencent Cloud services. Tencent Cloud has a multi-region mutual backup customer service center that operates 24/7 to handle customer inquiries and requests, delivering high-quality round-the-clock technical support. Customers may also select applicable service plans to access dedicated support, including exclusive support groups, dedicated technical account managers, and value-added services.</p> <p><b>In terms of incident summary and continuous improvement,</b> Tencent Cloud has established a periodic incident analysis mechanism. It conducts regular multi-dimensional analysis of incidents (including incident type, frequency, impact scope, and severity), and adopts preventive measures</p> |

| No. | Domain              | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|     |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p>based on incident reviews and root cause analysis to prevent recurrence of similar incidents. For major security incidents, Tencent Cloud will set up a dedicated task force to prepare a special analysis report and submit it to the management.</p> <p><b>In terms of conducting cybersecurity emergency drills,</b> relevant business departments within Tencent Cloud regularly carry out scenario-based training and drills on security incident response plans. They also provide technical training to employees of the security team in accordance with the development and trends of security technologies, to ensure that they understand and comply with the latest security regulations and operational procedures, master the latest information security standards and best practices, and can respond quickly and effectively when security incidents occur.</p>                                                                                                                                                                                                                                                                                    |
| 12  | IT Contingency Plan | <p>The business operator must establish an IT contingency plan to respond to IT incidents that impact the ability to provide normal services or conduct business continuously, enabling the recovery of systems to normal operations within an appropriate timeframe, as follows:</p> <p>12.1 Establish a working group or department responsible for developing the IT contingency plan.</p> <p>12.2 The process for developing the IT contingency plan.</p> <p>12.3 Establish backup IT systems and necessary resources to enable recovery within the defined target timeframes.</p> <p>12.4 Communicate the plan to</p> | <p>Customers shall establish a business continuity management mechanism, conduct business impact analysis, define recovery time objectives (RTO) and recovery point objectives (RPO) for each business, formulate business continuity contingency plans, and communicate such plans to relevant personnel. In addition, customers shall review and test the implementation of contingency plans at least once a year, and establish and maintain contact information for internal and external personnel related to incident events.</p> <p><b>To ensure the continuous availability of customers' businesses,</b> Tencent Cloud has designed and implemented a business continuity management framework suitable for its own cloud computing environment, and has obtained the international standard certification of ISO/IEC 22301 Business Continuity Management System. Tencent Cloud conducts business impact analyses on cloud products and services, defines recovery time objectives (RTO) and recovery point objectives (RPO) for each business, formulates different response strategies and business continuity plans based on the results of business</p> |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                  | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |        | relevant personnel to ensure understanding and appropriate implementation.                                                                                                                                                                           | impact analyses, and develops detailed disaster recovery plans for cloud products.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|     |        | 12.5 Review and test the implementation of the IT contingency plan at least once a year, and whenever necessary, and report the results of the review and test to the business operator's board of directors or a committee designated by the board. | <b>In terms of personnel support</b> , Tencent Cloud defines personnel roles during business recovery and clarifies the division of responsibilities in the recovery process. For key skills or positions, an A/B role backup mechanism is adopted, and regular emergency drill training is conducted to ensure the rapid and effective execution of recovery procedures, supporting customers in achieving timely recovery in scenarios of business disruption.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|     |        | 12.6 Establish operational procedures to respond to incidents where IT resources or system performance exceed defined threshold metrics.                                                                                                             | <b>Regarding business continuity and disaster recovery drills</b> , Tencent Cloud formulates drill plans based on business continuity plans, conducts drill risk assessments, and develops corresponding safeguard measures to avoid negative impacts on services caused by drills. Tencent Cloud's disaster recovery drills are usually carried out by simulating real classic disaster recovery scenarios, including attack-defense confrontation and large-scale failures, to comprehensively test the system's disaster recovery capability, response speed, and recovery capability. For problems identified in drills, Tencent Cloud will implement rectifications in accordance with the improvement measures proposed in the drill summary report, revise the corresponding emergency plans in a timely manner, and the audit department will supervise and inspect the rectification progress. |
|     |        | 12.7 Maintain up-to-date contact details to enable effective coordination for reporting IT incidents or requesting assistance from relevant external agencies. This information must be kept current at all times.                                   | <b>To assist customers in establishing backup data center sites</b> , Tencent Cloud's data centers are deployed across multiple regions worldwide, consisting of regions and availability zones (AZs), covering mainland China, the Asia-Pacific region, North America, and Europe. Based on business development needs and data security requirements, customers can independently and flexibly deploy data and systems in different regions or availability zones to meet business disaster recovery requirements. The network egress of each availability zone is connected to                                                                                                                                                                                                                                                                                                                       |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|     |        |                     | <p>multiple operators, building Tencent Cloud's cross-region disaster recovery capability and effectively reducing the sustained impact caused by public network failures of operators.</p> <p>Tencent Cloud's underlying network adopts a redundant architecture, combined with route-level path prioritization and traffic engineering scheduling for route reachability, ensuring that network services will not be interrupted due to single-device failures. Tencent Cloud's computing nodes also adopt a redundant design; in the event of a single computing node failure, the scheduler will automatically remove it in real time, effectively guaranteeing the availability of customers' businesses.</p> |

## 11.4 Annex 4 Information Technology Audit

| No. | Domain                            | Summary of Controls                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| 2   | Planning and Defining Audit Scope | Review the audit plan and scope to ensure alignment with IT risks and Announcement Tho 38/2022. This review must be conducted at least once a year and whenever necessary. | <p>Customers shall ensure that the plan and scope of information technology risk audits are reviewed at least once a year, and that such audit plan and scope are consistent with Notification No. 38/2565.</p> <p>To assist customers in meeting regulatory requirements, Tencent Cloud has established an audit management procedure that specifies the implementation methodology for internal audits of Tencent Cloud's information security management system, ensuring that internal audits are conducted regularly and effectively. Its audit process includes formulating an audit plan, appointing internal auditors, conducting internal audits, and implementing corrective actions with follow-up audits.</p> <p>Tencent Cloud has obtained a number of security and privacy compliance certifications and qualifications, such as ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, ISO 22301, NIST CSF, and SOC. These certifications demonstrate that Tencent Cloud's security management and privacy protection</p> |

| No. | Domain                                | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|     |                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | frameworks meet the relevant certification standards and industry best practices, and Tencent Cloud undergoes regular audits by professional third-party audit firms every year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 3   | Conducting IT Audits                  | <p>Conducting IT Audits according to the Planned Scope:</p> <p>3.1 Establish processes for conducting IT audits and reporting audit results.</p> <p>3.2 Maintain records related to the audit, such as working papers and supporting evidence, for no less than 2 years from the date the report and plan were prepared. Records must be stored in a manner that allows the Office to promptly access and inspect them without delay.</p>                                                                                                                                                                                                                                | <p>Customers shall conduct a comprehensive audit on a regular basis in accordance with the audit plan and scope, prepare an audit report and submit it to the management. After approval, the report shall be submitted to the regulatory authority in the manner specified by the authority. Records related to the audit shall be retained for a minimum of two years.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud will provide dedicated personnel assistance based on actual circumstances, and actively respond to and support the audit and supervision rights and interests of customers and Thailand's financial regulatory authorities with respect to Tencent Cloud.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 5   | Preparing and Reporting Audit Results | <p>5.1 Promptly submit the audit results report from point 3 and the corrective action plan to the business operator's board of directors, the business operator's audit committee, or a committee designated by the board (for foreign commercial bank branches, this applies specifically).</p> <p>5.2 Submit the audit results report and the corrective action plan, after they have been reviewed and approved by the business operator's board of directors, the business operator's audit committee, or a committee designated by the board (specifically for foreign commercial bank branches) as per point 5.1, to the Office. This submission must be made</p> | <p>Tencent Cloud's security team continuously monitors and assesses internal security risks to ensure the effectiveness and reliability of the information security management system. The security team performs internal security audits at least once a year and continuously monitors the cloud platform and internal systems to maintain a sound security posture and compliance with relevant laws, regulations, and security management standards. In addition, Tencent Cloud undergoes professional audits by independent third parties on an annual basis, and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports. Specifically for the Thailand region, Tencent Cloud has successfully passed the IT compliance audit for the Thai financial industry conducted by an independent third party. Customers can independently download the latest reports from <a href="#">Compliance Document Download</a>.</p> |



| No. | Domain                                                           | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|     |                                                                  | <p>within 3 months from the end of the calendar year in which the audit under point 3 was conducted, using the format and method specified on the Office's website.</p> <p>5.3 Retain the audit results report and the corrective action plan for no less than 2 years from the date the report and plan were prepared. Records must be stored in a manner that allows the Office to promptly access and inspect them without delay.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 4   | Establishing a Plan for Corrective Actions and Tracking Progress | <p>Establish a plan to rectify deficiencies identified from the IT audit conducted under point 3. The plan must be appropriate to the risk level of the deficiencies, and the progress of implementing the plan must be tracked.</p>                                                                                                                                                                                                     | <p>Customers shall formulate corresponding rectification plans for the risks and deficiencies identified in information technology audits and track the implementation progress of the rectification measures.</p> <p>During the audit process, Tencent Cloud will, in accordance with the requirements of the audit institution, provide supporting documents demonstrating the design and/or operational effectiveness of control activities related to control objectives. For the issues identified in the audit, Tencent Cloud will conduct an in-depth analysis of their root causes and formulate and implement corresponding remedial measures and rectification plans based on such analysis. If the relevant issues may affect the business operations or data security of financial institution customers, Tencent Cloud will promptly notify the affected financial institutions. Tencent Cloud will conduct regular follow-ups on the implementation of remedial measures and rectification plans until all audit findings are closed.</p> |

# 12

## How Tencent Cloud Meets and Assists Customers to Meet the Requirements of SEC Cloud Computing Practice

Based on the needs of securities service institutions and in accordance with international management standard frameworks, the Office of the Securities and Exchange Commission (SEC) of Thailand has formulated the [Cloud Computing Practice](#). These guidelines cover the key management processes involved in cloud computing adoption, aiming to provide guidance on security management for operating institutions. Their provisions mainly focus on aspects such as the selection and evaluation of cloud service providers, contracts and service agreements, cloud computing operations, monitoring and evaluation of service providers, as well as service migration and termination.

In this chapter, Tencent Cloud will extract and summarize the cloud service provider-relevant control requirements specified in the Cloud Computing Practice, and elaborate on how Tencent Cloud, as a cloud service provider, assists securities service institutions in complying with these requirements.

| No.   | Domain                                        | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 2.2.1 | Evaluation and selection of service providers | <ul style="list-style-type: none"> <li>•Business operators should define clear processes and criteria for selecting Cloud Computing service providers and the readiness and suitability of the service provider are reviewed to ensure that the service provider is able to provide the service. Continuously, taking into account important factors such as knowledge, ability, experience, and financial ability that can be In providing continuous service.</li> <li>•Evaluate standards for information technology security, including data confidentiality. (Confidentiality) The reliability of data and information systems (Integrity) and the continuity of Providing services (Availability) such as the results of the assessment of internationally accepted safety standards such as ISO27001, ISO27017, PCI/DSS, TIA, etc.</li> <li>•Evaluate the audit report by</li> </ul> | <p>Customers shall establish processes or standards for selecting cloud computing service providers and conduct due diligence on such providers to ensure their capability to continuously deliver services. The review shall primarily take into account aspects including the service provider's professional competence, technical capabilities, operational experience, financial strength, information technology security certification status, independent audits, and business continuity.</p> <p>Tencent Cloud designates dedicated personnel to actively respond to and cooperate with customers' due diligence activities. The following is an overview of Tencent Cloud's practices as a cloud service provider in responding to due diligence requirements across various aspects:</p> <ul style="list-style-type: none"> <li>• <b>Professional and Technical Capabilities</b></li> </ul> <p>Tencent Cloud demonstrates its comprehensive technical prowess as an industry leader through its robust cloud computing technologies, big data processing capabilities, artificial intelligence applications, network security protection, cloud-native technologies, global data center footprint, and industry-specific solutions. These technical capabilities not only ensure the stability and reliability of Tencent Cloud services but also deliver a secure and trusted cloud computing environment for customers. Tencent Cloud's sophisticated operational security capabilities also</p> |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|     |        | <p>an independent auditor on information technology security standard, considering the scope of the audit and the time period. Covered in the audit report, audit results and key points in the audit results, capabilities and The reliability of the auditor, etc.</p> <p>•Assess the consistency of Cloud service provider continuity guidelines. Computing and Business Impact Analysis results of the systems to be used On the Cloud Computing system</p> <p>•Assess risks and manage IT security and continuity risks. To provide services in cases where the service provider evaluation results do not comply with the specified safety requirements or standards.</p> | <p>enable it to provide round-the-clock technical support for cloud products to customers.</p> <p>• <b>Operational Experience</b></p> <p>Tencent Cloud ranks among the industry leaders in terms of operational capabilities and scale. Its data centers are located across multiple regions worldwide, covering mainland China, the Asia-Pacific region, North America, and Europe.</p> <p>• <b>Financial Strength</b></p> <p>As a flagship cloud computing brand fully developed by Tencent Holdings Ltd., Tencent Cloud benefits from the Group's strong financial strength and sound financial standing. Since officially launching its cloud services in 2010, Tencent Cloud has achieved substantial growth in key financial metrics such as revenue and profitability. It has also been recognized by Gartner, a world-leading industry research institution, for four consecutive years, ranking second among Chinese vendors in the strategic quadrant.</p> <p>• <b>Information Technology Security Standards</b></p> <p>Tencent Cloud has formulated information security management policies, which consist of the overall information security strategy, security organizational structure, and security management system. These policies effectively support the secure operation and risk management of the cloud platform, and guide the daily work and management processes of all departments and employees of the company. Tencent Cloud's information security policies are subject to regular annual reviews to confirm that the control objectives, control procedures, and control measures of the cloud security management system comply with relevant security policies, standards, procedures, and legal requirements, thus ensuring the adequacy and effectiveness of the information security policies. Employees can access these policies released by Tencent Cloud</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|     |        |                     | <p>through the internal platform. In addition, Tencent Cloud has obtained a number of security and privacy compliance certifications and qualifications, such as ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, ISO 22301, NIST CSF, and SOC. These certifications demonstrate that Tencent Cloud's security management and personal data protection frameworks meet the requirements of relevant certification standards and industry best practices, and Tencent Cloud undergoes regular audits by professional third-party audit institutions every year.</p> <ul style="list-style-type: none"> <li> <b>Independent Audits</b> <p>Tencent Cloud undergoes professional audits by independent third parties on an annual basis, and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports. Specifically for the Thailand region, Tencent Cloud has successfully passed the IT compliance audit for the Thai financial industry conducted by an independent third party. Customers can independently download the latest reports from <a href="#">Compliance Document Download</a>.</p> </li> <li> <b>Business Continuity</b> <p>Tencent Cloud has obtained the ISO/IEC 22301 international standard certification for business continuity management systems. Tencent Cloud conducts business impact analyses on its cloud products and services, and formulates corresponding response strategies, business continuity plans, and disaster recovery plans based on the analysis results to guide the organization in restoring relevant business resources. Tencent Cloud has formulated detailed disaster recovery plans for its cloud products and key processes, and conducts regular drills in strict accordance with requirements to ensure the timeliness and</p> </li> </ul> |

| No.   | Domain                         | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|       |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | feasibility of these disaster recovery plans.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 2.2.2 | Contract and Service Agreement | <p>•In preparing contracts and service agreements, business operators must provide conditions and measures to maintain stability. Information system security in the use of information systems together on computer networks for processing according to User requirements that cover at least the following important conditions:</p> <p>A. A mutual agreement between the service provider and the service user</p> <p>B. The security features of the subcontracted service provider are equivalent to the service provider or are in accordance with International standards</p> <p>C. Monitoring, evaluating and reviewing the services of service providers</p> <p>D. Procedure for transferring data to a new service provider in the event of a change of service provider.</p> <p>• Enterprises should sign a written service usage contract and a service agreement with suppliers.</p> | <p>Customers shall enter into legal documents such as service agreements, contractual terms, and service level agreements (SLA) with service providers, which shall include at least the content concerning the rights and obligations of both parties, security clauses, information confidentiality, audit rights and interests, and subcontractor management. In addition, customers shall conduct regular monitoring and review of the services provided by service providers, and define the data migration procedures to be followed when changing service providers.</p> <p>Tencent Cloud makes available online legal documents such as the <a href="#">Terms of Service</a>, <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a> on its official international website. These documents clearly define the scope and service levels of the services provided by Tencent Cloud, the protection of user data and intellectual property rights, the security responsibilities and obligations of both customers and Tencent Cloud, as well as the service term and scenarios for agreement termination. Meanwhile, customers may opt to sign customized agreements with Tencent Cloud to negotiate and modify specific terms and details of the agreements, so as to create a customized agreement that complies with regulatory requirements and can be approved by the customers' internal procurement/legal departments.</p> |

| No.   | Domain                 | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| 2.2.3 | Organization structure | <ul style="list-style-type: none"> <li>•Clearly defined the role of security, security, information of business operators and service providers.</li> <li>•Service Providers Have designated contact and responsibility for their use and security issues.</li> <li>•There is a list of relevant agencies in the management, and their contacts, both in business and service providers, covering local and foreign agencies that contain data and processing by the carrier.</li> </ul> | <p>Customers shall define the security responsibilities and obligations between themselves and service providers, and require the latter to designate dedicated contacts responsible for addressing usage and security issues arising during service delivery. In addition, customers shall establish a contact list for relevant regulatory authorities.</p> <p>Upholding the open and shared nature of cloud computing services, Tencent Cloud continuously enhances the security capabilities of its cloud platforms and services, and collaborates with customers to build a more robust and comprehensive security assurance system for cloud-based businesses and data. As a cloud service provider, Tencent Cloud is responsible for the security of data center infrastructure and cloud platforms. Given that customers' control over different components varies depending on the cloud service models they choose (e.g., IaaS, PaaS, and SaaS), Tencent Cloud has established a <b>Cloud Security Shared Responsibility Model</b> based on different cloud service categories. For details, please refer to Chapter 3 of this guide, <a href="#">Tencent Cloud Security Responsibility Sharing Model</a>. Based on the aforementioned objectives and the Shared Responsibility Model, Tencent Cloud will deepen collaboration with customers to jointly address various security issues and challenges.</p> <p>In addition, Tencent Cloud has assembled a team of senior industry experts dedicated to providing customers with secure, reliable, professional, and compliant products and services. Tencent Cloud has also appointed information security liaisons. Information security liaisons in each region maintain smooth communication with local regulatory authorities and customers in accordance with compliance and business requirements, to ensure that Tencent Cloud adheres to legislative, regulatory, and contractual agreements.</p> |



| No.   | Domain                       | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                  | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|       |                              |                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Tencent Cloud provides ticketing services through its official website console, enabling customers to report faults, incidents, issues, and complaints related to security, availability, and confidentiality. Tencent Cloud's ticketing system prioritizes customer tickets through a tiered response mechanism. When the frontline technical team is unable to resolve an issue effectively, the system will automatically trigger an escalation process, with the product or technical team stepping in to facilitate collaborative resolution. This ensures that customers' needs and feedback receive timely responses and handling.</p> <p>In addition, Tencent Cloud provides online customer service and telephone channels on the cloud console and official website, enabling customers to feedback problems encountered while using Tencent Cloud services. Tencent Cloud has a multi-region mutual backup customer service center that operates 24/7 to handle customer requests, providing round-the-clock technical support for cloud products as well as timely and high-quality service response and handling.</p> <p>Customers may also select applicable service plans to access dedicated support, including exclusive support groups, dedicated technical account managers, and value-added services.</p> |
| 2.2.3 | Information Asset Management | <ul style="list-style-type: none"> <li>An inventory of information assets and detailed information about the assets stored and processed on the Cloud Computing system is established as part of the internal information technology asset management (Asset Inventory) process and related procedures.</li> <li>Information and documents stored on the Cloud Computing system should be</li> </ul> | <p>Customers shall compile an inventory of information assets, classify and grade such assets based on the principles of information classification and grading, and label them accordingly.</p> <p><b>To assist customers in conducting comprehensive information asset management,</b> Tencent Cloud provides <a href="#"><u>Cloud Workload Protection Platform (CWPP)</u></a>, which supports automated collection of asset fingerprints and centralized management of asset fingerprint data such as accounts, ports, processes, and applications. Customers may also adopt Tencent</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |



| No. | Domain | Summary of Controls                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|     |        | classified according to their sensitivity level and clearly labeled (Labelling) in accordance with the data classification policy. | <p>Cloud's one-stop security management platform, <a href="#">Cloud Security Center (CSC)</a>, for information asset security management. CSC incorporates an Asset Security Center module, which enables customers to achieve automated and dynamic inventory of cloud-based assets (including Cloud Virtual Machines, Object Storage, Cloud Databases, Load Balancers, etc.). It also provides unified management of asset security risks through multiple security dimensions such as cloud configuration risks, vulnerabilities, and security incidents, thereby reducing the risk of cloud-based shadow IT.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated information asset management specifications and a full-lifecycle management process, implementing classified and graded management and protection for assets such as electronic data, hardware and its virtual devices, infrastructure, application systems, and software. Tencent Cloud leverages an asset management system to manage hardware devices and software components, covering asset registration and binding, asset inventory and information updates, asset decommissioning and replacement, etc. This ensures the stable operation of the underlying cloud platform systems and provides reliable support for business systems.</p> <p><b>To assist customers in classifying and grading data on cloud computing systems,</b> the <a href="#">Data Security Governance Center (DSGC)</a> can help customers automatically sort out data assets, conduct data classification, grading and security risk assessment for enterprise data on the cloud. Based on data characteristics, it can specifically help enterprises identify sensitive data and sort out data assets from a security perspective. In accordance with national, industry or enterprise-specific data classification and grading standards, it can support enterprises in implementing data classification and grading practices. Through</p> |

| No.   | Domain         | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|       |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>visualization tools, it enables users to view the security status of assets from multiple dimensions, including asset overview, classification and grading, account permissions, data storage, and sensitive data.</p> <p>Tencent Cloud has established a robust internal data classification and grading standard, and all data is uniformly classified and graded in accordance with this standard at the time of creation. Customer data is categorized as high-security-level data within Tencent Cloud. For Tencent Cloud employees, unless the services selected by customers necessitate the processing of customer data, no employee will attempt to access any customer data.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2.2.3 | Access control | <ul style="list-style-type: none"> <li>• Access controls, user rights, and network service usage for the employed Cloud Computing service system have been defined.</li> <li>• Appropriate authentication methods are implemented, such as using multi-factor authentication for accessing system administration functions (Administrator page).</li> <li>• Secure procedures are in place and verified for the delivery of passwords (secret authentication information) for Cloud Computing system usage by the service provider.</li> <li>• The ability to manage and assign access rights to data and services on the Cloud Computing system is verified, in accordance with access control guidelines and policies.</li> <li>• Guidelines for controlling the use of utility programs to</li> </ul> | <p>Customers shall establish identity authentication and access control mechanisms for cloud computing service systems to regulate access to information assets, conduct regular reviews and updates of permissions, and strengthen the security management of privileged user accounts and utility software through the use of multi-factor authentication, monitoring mechanisms, and other such measures. Customers shall also formulate strong password policies for cloud computing systems.</p> <p><b>In terms of user authorization, <a href="#">Cloud Access Management (CAM)</a> can help customers securely and granularly manage access to Tencent Cloud products and resources.</b></p> <p>Internally, Tencent Cloud has formulated authorization policies for access control and a separation-of-duties matrix mechanism. Tencent Cloud uses a zero-trust security management system to authenticate employee access, requiring users to complete two-factor authentication through the system before accessing internal resources. Tencent Cloud strictly adheres to the principle of least privilege, granting permissions to employees only based on job responsibilities and business necessities. Regular permission</p> |

| No. | Domain | Summary of Controls                                                                     | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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|     |        | access and manage the Cloud Computing system are reviewed and verified (if applicable). | <p>reviews are conducted to prevent permission misuse and abuse. Tencent Cloud maintains records of the identity information corresponding to job roles and the permission levels of various business systems, and organizes regular internal permission reviews to ensure that permissions are not abused or misused.</p> <p><b>For privileged account management,</b> Tencent Cloud provides <a href="#">Bastion Host (BH)</a>, which supports fine-grained authorization based on dimensions such as users, assets, accounts, and operation permissions, ensuring that the permissions held by users are the minimum required for them to access assets and complete work tasks.</p> <p>Bastion Host has been fully deployed in Tencent Cloud's production environment, enabling centralized control over the administrator account permissions of back-end system components. Internal operation and maintenance (O&amp;M) personnel must obtain authorization approval to access the Bastion Host. Internal operation and maintenance personnel are required to obtain authorization approval to access the Bastion Host, and those who have obtained authorization must complete secondary identity verification for login. Backend operation and maintenance operation records are centrally stored by the log platform, and the internal audit team of Tencent Cloud conducts regular reviews of these records.</p> <p><b>Regarding customer account registration and usage,</b> during the account registration process, customers are required to read and confirm acceptance of the Tencent Cloud Service Agreement on the official Tencent Cloud website, which stipulates the responsibilities and obligations related to customer access management. The management console serves as the control center for customers to manage and control cloud resources. When customers register a cloud account, the management console will automatically verify the uniqueness of the user</p> |

| No.   | Domain       | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|       |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>account name. When customers log in to the management console, identity verification information is transmitted via the HTTPS protocol. Customers can centrally manage cloud services and data through open APIs. When registering for the Open API function, customers are required to use the access keys assigned to each customer for identity verification. Prior to accessing cloud services, customer identities are authenticated via their access keys. Customers can leverage multi-factor authentication to enhance the security of account logins and any sensitive operations (e.g., changing account passwords).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2.2.3 | Cryptography | <ul style="list-style-type: none"> <li>Encryption technology appropriate to the level of risk is implemented for data transmission and storage on the Cloud Computing system, whether such measures are performed by the business operator or by the service provider.</li> <li>Cryptographic keys used in the Cloud Computing system are controlled and managed in accordance with cryptographic key management policies and procedures.</li> <li>In cases where cryptographic key management is performed by the service provider, the business operator should collect and review the following information and key management practices under the service provider's responsibility.</li> </ul> | <p>Customers shall adopt internationally standardized cryptographic algorithms and establish cryptographic key management policies, standards, and procedures covering key processes including key generation, distribution, installation, update, revocation, recovery, and expiration. In addition, customers shall define control measures for encryption keys provided by external parties and formulate handling procedures for encryption key leakage incidents.</p> <p><b>In terms of data storage protection,</b> a variety of Tencent Cloud's storage and database products support data encryption functions, employing secure and high-strength encryption algorithms. They integrate the <a href="#">Key Management Service (KMS)</a> to achieve full-lifecycle key management, ensuring data confidentiality.</p> <p><b>In terms of data transmission protection,</b> all communications between customers and the Tencent Cloud console are encrypted and protected by the HTTPS security protocol. The cloud API interfaces provided by Tencent Cloud's products also feature security capabilities such as HTTPS encryption, signature verification, and status monitoring, delivering port-level communication security guarantees for customers' businesses.</p> <p><b>For the management of internal encryption</b></p> |

| No.   | Domain                              | Summary of Controls                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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|       |                                     |                                                                                                                                                                 | <p><b>keys of Tencent Cloud</b>, Tencent Cloud has formulated encryption and key management standards, regulating the processes of key application, generation, storage, use, transmission, update and destruction to ensure the confidentiality, integrity and availability of keys.</p> <p>For more information on encryption technology management, please refer to the section "<b>6. Cryptographic Controls</b>" in "<a href="#">Chapter 11.3 Annex 3: IT Security</a>" of this guide.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2.2.3 | Physical and environmental security | The business operator should review the service provider's policies and guidelines for the disposal and reuse of information technology equipment or resources. | <p>Customers shall ensure that data stored in information technology equipment or resources, storage media, systems, and terminal devices is irreversibly erased prior to the disposal or redeployment of such assets.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud maintains detailed inventories of hardware and facilities in its Configuration Management Database (CMDB). These inventories include the End-of-Support Date and version information for each server. Tencent Cloud regularly decommissions and replaces servers, and upgrades software components (such as operating systems and database systems) to appropriate versions before their end-of-support dates. For decommissioned hard drives, Tencent Cloud adopts secure physical destruction methods to ensure complete destruction of the drives, with such destruction activities recorded in official documentation.</p> <p>Tencent Cloud provides a secure and reliable data destruction mechanism. Upon the termination of a customer's services, Tencent Cloud will adopt rigorous data erasure methods to completely delete the customer's data before recycling the computing and storage resources previously purchased by the customer. When the media used to provide Tencent Cloud services malfunctions and requires replacement or reaches the end of its service life and needs to be decommissioned, Tencent Cloud will also promptly carry out</p> |

| No.   | Domain             | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|       |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | complete physical destruction in accordance with strict procedures.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 2.2.3 | Operation security | <ul style="list-style-type: none"> <li>The business operator should establish guidelines for change management, covering potential impacts arising from changes implemented by the service provider.</li> <li>The business operator should monitor any changes that may be carried out by the service provider, including assessing the impact of such changes.</li> <li>In cases where an agreement assigns responsibility for data backup activities to the service provider, the business operator should review the procedures and backup guidelines implemented by the service provider to ensure alignment with the business operator's own backup policy.</li> <li>In cases where no agreement exists for the service provider to perform data backup, the business operator should establish adequate backup processes consistent with its own backup policy.</li> <li>The business operator should define requirements regarding the logging of events related to the Cloud Computing service system and verify the service provider's log retention practices.</li> <li>In cases where system</li> </ul> | <p>Customers shall establish processes and mechanisms for change management, backup management, event log management, as well as vulnerability and patch management. Customers shall assess the impact of any potential changes, perform regular data backups, and record and protect event logs related to cloud computing service systems and logs of system management activities. In addition, customers shall conduct regular assessments of service providers' vulnerability and patch management practices.</p> <p><b>In terms of change management,</b> Tencent Cloud has established a set of management standards governing product changes and configuration changes, clearly defining each step in the change process as well as the corresponding responsible parties to ensure that all changes undergo appropriate review, approval and testing before implementation. Tencent Cloud's change release system mandates that change operations can only be performed by authorized personnel, retains logs related to changes, and conducts regular audits of such logs. After a change is released, Tencent Cloud operations team monitors the change status in the production environment and documents the results. In addition, Tencent Cloud classifies change requests by impact level based on attributes such as the importance/urgency of the O&amp;M request and the scope of the change. For change requests involving products, infrastructure or network configurations that may affect the external environment, Tencent Cloud will notify customers via announcements, emails, the Tencent Cloud official website console and/or other appropriate channels.</p> <p>For more information on change management, please refer to the provisions of <b>"8.2 Change</b></p> |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|     |        | <p>administration activities are the responsibility of the business operator, the business operator should assess the adequacy of logging for such administrative activities and/or evaluate the need for additional measures to record and secure these logs.</p> <ul style="list-style-type: none"> <li>• The business operator should verify the service provider's time synchronization (Clock synchronization) practices.</li> <li>• The business operator should review and assess the service provider's vulnerability management and patch deployment procedures.</li> </ul> | <p><b>Management</b>" in Chapter 11.3 "<a href="#">Chapter 11.3 Annex 3: IT Security</a>" of this Guide.</p> <p><b>In terms of backup management</b>, Tencent Cloud has built or leased data centers in multiple locations around the world in compliance with relevant international standards and local security requirements, providing customers with multi-Region and multi-AZ options to meet business disaster recovery needs and service level requirements. Various cloud products and services provided by Tencent Cloud, including computing services, network services, storage services, database services, container and middleware services, not only provide customers with highly available system architectures, but also support customers in configuring their own system and data backup strategies to meet diverse backup needs.</p> <p>For more information on backup management, please refer to the section "<b>8.6 Data Backup</b>" in <a href="#">Chapter 11.3 Annex 3: IT Security</a>" of this guide.</p> <p><b>In terms of log management</b>, Tencent Cloud provides <a href="#">Cloud Log Service (CLS)</a> to assist users in addressing issues related to business operations, security monitoring, log auditing, log analysis and more. Tencent Cloud CLS adopts a highly available distributed architecture design, with multi-redundancy backup storage for log data to prevent data unavailability caused by single-node service downtime. It delivers high-availability services and provides stable and reliable service guarantees for log data. With <a href="#">CloudAudit</a>, users can record logs, continuously monitor and retain account activities associated with operations across the entire Tencent Cloud infrastructure. Customers can leverage the <a href="#">Elasticsearch Service (ES)</a> to aggregate and transmit real-time logs from cloud servers, containers and other cloud products, as well as historical and incremental business data of their operations, to Tencent Cloud ES clusters for distributed data</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|     |        |                     | <p>storage, query and analysis.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud centrally collects and manages various types of logs—including login logs, operation logs, system routine logs and system security event logs—on its log management platform. It also implements backup and stringent protection measures for relevant log information to prevent unauthorized modification and deletion. Tencent Cloud conducts log audits through O&amp;M security automation audit tools and its internal audit team to detect system or operational anomalies, thereby mitigating operational risks. Tencent Cloud regularly inspects the time synchronization status of NTP servers to ensure unified, accurate, and reliable timekeeping across the entire network.</p> <p>For more information on log management, please refer to the provisions of “<b>8.7 Log Retention for information Technology System Usage</b>” in <a href="#">Chapter 11.3 Annex 3: IT Security</a>” of this Guide.</p> <p><b>In terms of Vulnerability and Patch Management,</b> Customers can also leverage <a href="#">Cloud Workload Protection Platform (CWPP)</a> to detect Linux software vulnerabilities, Windows system vulnerabilities, Web-CMS vulnerabilities, and application vulnerabilities, issue real-time alerts, and obtain vulnerability remediation solutions, helping them respond rapidly to vulnerability risks. <a href="#">Tencent Container Security Service (TCSS)</a> is a virtual patching system developed by Tencent Cloud Security to defend against frequently emerging zero-day vulnerabilities. It integrates Tencent's vulnerability mining and real-time high-risk vulnerability alert technologies to capture and analyze vulnerabilities, generate virtual patches based on Tencent's professional expertise, and automatically enforce these virtual patches on cloud servers, effectively blocking hacker attacks. In addition, customers can use <a href="#">Vulnerability Scanning Service (VSS)</a> to conduct regular</p> |



| No.   | Domain                 | Summary of Controls                                                                                                                                                                                                                                                               | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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|       |                        |                                                                                                                                                                                                                                                                                   | <p>security scans, continuous risk alerts, and vulnerability detection on the availability, security, and compliance of the enterprise's network devices and application services, and reduce enterprise security risks by following the professional remediation recommendations provided by VSS.</p> <p>To assist customers in complying with regulatory requirements, in terms of patch management, Tencent Cloud identifies the latest patches and conducts thorough security testing on them prior to installation to ensure the security of patch deployment. Tencent Cloud regularly notifies internal business teams to perform patch upgrades and installations, uses endpoint detection tools to periodically scan patch installation status, and automatically generates alert work orders for devices with overdue patches pending installation.</p> <p>For more information on vulnerability and patch management, please refer to the section "<b>8.11 Vulnerability and Patch Management</b>" in <a href="#">Chapter 11.3 Annex 3: IT Security</a>" of this guide.</p> |
| 2.2.3 | Communication security | <p>The business operator should assess and define requirements regarding network segmentation and cloud environment isolation (Tenant isolation) in a shared (multi-tenant) environment, and verify the service provider's implementation according to the service agreement.</p> | <p>Financial institutions shall assess and determine the requirements for network segmentation and tenant isolation in cloud environments, and verify the service providers' practices in accordance with the service agreements.</p> <p><b>To meet network zoning requirements,</b> customers can use Tencent Cloud's <a href="#">Virtual Private Cloud (VPC)</a> service to build multiple independent network spaces for their purchased cloud resources, supporting custom subnet division, IP address assignment, and routing policies. As an exclusive cloud-based network space built on Tencent Cloud, VPC leverages tunneling technology to construct virtual networks over physical infrastructure. Through virtualization, it achieves complete intranet isolation between different VPCs, providing customers with independent and isolated secure cloud networks. For cloud servers within a VPC,</p>                                                                                                                                                                    |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|     |        |                     | <p>customers can configure Security Groups and Network ACL rules to control inbound and outbound traffic at the instance and subnet levels, implementing multi-layered network access control.</p> <p><b>For multi-tenant isolation,</b> Tencent Cloud provides security mechanisms including virtualization control layer resource access control policies, isolation policies between private networks within the cloud platform, web console permission assignment and identity authentication, and interface session IDs and access keys. These mechanisms ensure that each user can only access the cloud computing resources they have purchased, effectively achieving access isolation between multiple tenants.</p> <p><b>In terms of network security control and management,</b> Tencent Cloud has deployed a mature network security architecture, employing multiple defense mechanisms such as firewalls, Intrusion Detection/Prevention Systems (IDS/IPS), DDoS protection, network logical isolation, and web application security to promptly detect, filter, and block malicious network traffic, thereby protecting Tencent Cloud's network security. Tencent Cloud has also configured internal network monitoring systems to monitor and issue alerts for network devices such as routers, firewalls, and network servers. In addition, Tencent Cloud has implemented multiple measures including access control and approval workflows to strictly prohibit unauthorized personnel from accessing internal network resources, including network analysis and monitoring tools.</p> <p>For more information on communication security, please refer to the provisions of “<b>9. Communication Security</b>” in “<a href="#">Chapter 11.3 Annex 3: IT Security</a>” of this Guide.</p> |

| No.   | Domain                                          | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 2.2.3 | System acquisition, development and maintenance | <ul style="list-style-type: none"> <li>The business operator should assess the information security requirements for the use of Cloud Computing, and evaluate and verify the cloud service provider's capabilities, as part of the provider assessment and selection activities (Due Diligence).</li> <li>In the case of SaaS (Software as a Service) deployment, the business operator should evaluate and verify that the service provider has established secure development procedures and guidelines for system development.</li> </ul> | <p>Customers shall formulate selection criteria for IT systems and service providers to ensure that the procured systems meet business requirements and information security requirements.</p> <p>As a cloud service provider, Tencent Cloud assigns dedicated personnel to respond to customers' due diligence reviews based on their requirements. For more details on due diligence, please refer to the content in <b>Annex 3-2 "Selection of Service Providers"</b> under the clause <a href="#">How Tencent Cloud Complies with and Assists Customers in Meeting the BOT's Regulations on Outsourcing Management of Financial Institutions</a> in Chapter 6 of this guide.</p> <p>Tencent Cloud strives to integrate the ISO/IEC 20000 IT service management standard, ISO/IEC 27001 information security management system, and ISO/IEC 9001 quality management system standard into the entire product security development lifecycle (SDLC). It focuses on different stages including requirements analysis, design, research and development, testing, delivery, and operation and maintenance, incorporating information security and privacy protection concepts into every phase of product development to ensure that cloud products are subject to adequate security controls throughout their lifecycle. Relevant security control measures include:</p> <ul style="list-style-type: none"> <li>Security Training: Promote secure coding awareness among developers and strictly require relevant personnel to comply with secure coding standards;</li> <li>Requirements Analysis: Conduct communications on business content, business processes, and technical frameworks to identify the optimal approach for embedding security measures;</li> <li>System Design: Perform threat modeling for system design and conduct security technical assessments of the adopted architecture;</li> </ul> |

| No.   | Domain                                   | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|       |                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>• System Development: Provide self-developed secure development components for R&amp;D personnel during the development process and require coding in accordance with Tencent Cloud's secure coding standards;</li> <li>• Security Verification: Detect vulnerabilities through code security reviews, asset security scanning, web scanning, manual security assessments, penetration testing, and code audits;</li> <li>• Release: Only after all high-risk issues have been fixed can the system be released to the production environment, preventing products with security vulnerabilities from running in the production environment.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2.2.3 | Information security incident management | <ul style="list-style-type: none"> <li>• Clear roles and responsibilities for managing incidents that may impact the security of information systems are defined between the business operator and the service provider.</li> <li>• Contact channels and procedures are established for the business operator to report incidents it has detected that may impact information system security.</li> <li>• There is a process for reporting follow-up actions and the status of incident resolution reported by the business operator.</li> <li>• Clear procedures and conditions are defined for requesting digital evidence or related data.</li> </ul> | <p>Customers shall clarify the responsibilities and obligations with service providers in the event of information system security incidents, establish communication plans for security incident reporting, and formulate mechanisms for incident handling and response.</p> <p><b>In terms of defining roles and responsibilities with customers in handling IT incidents,</b> Tencent Cloud, as a cloud service provider, offers online legal documents including the <a href="#">Terms of Service</a>, <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a>. These documents cover outsourcing arrangements, relationships and responsibilities, division of functions, incident notification, dispute resolution mechanisms, and other expectations of the contracting parties.</p> <p><b>For incident detection and response,</b> Tencent Cloud has established a detailed incident management process and uses an internal security operation system to record security incidents. For identified security incidents, Tencent Cloud classifies them based on factors such as incident nature, data sensitivity, and impact scope, and promptly notifies the relevant responsible personnel to follow up on handling. Leveraging its 24/7 security operation system, Tencent Cloud's</p> |

| No.   | Domain     | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|       |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>security team focuses on core scenarios including vulnerability monitoring, intrusion forensics, and attack mitigation. It responds to security alerts in real time, swiftly completes attack forensics, and formulates emergency response plans to effectively contain the spread of security incidents.</p> <p><b>Regarding incident notification</b>, for security incidents that may affect customers, Tencent Cloud will, after internal review and based on the scope and severity of the information security incident, notify customers of the incident handling and analysis results through appropriate means, and provide corresponding technical support to assist customers in taking remedial measures to minimize losses.</p> <p>For more information on Information security incident management, please refer to the section "<b>11. IT Incident Management</b>" in <a href="#">Chapter 11.3 Annex 3: IT Security</a> of this guide.</p>                                                            |
| 2.2.3 | Compliance | <ul style="list-style-type: none"> <li>The business operator should consider and assess the legal and regulatory requirements applicable to the Cloud Computing service provider, in addition to the legal requirements that apply to the business operator itself.</li> <li>The business operator should implement measures to verify software license rights and usage terms before installing any software onto the Cloud Computing system, in order to prevent risks associated with violating license conditions.</li> </ul> | <p>Customers shall consider and assess the applicable legal and regulatory requirements for cloud service providers, and take necessary measures to verify the licensing rights and usage terms of any software prior to installing it on cloud computing systems.</p> <p>Tencent Cloud strictly complies with the laws and regulations of the jurisdictions where it conducts business operations. It offers online legal documents including the <a href="#">Terms of Service</a> , <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a>, which clearly define the protection of user data and intellectual property rights as well as confidentiality obligations.</p> <p>Tencent Cloud has established security compliance-related procedures to regulate its adherence to legal and regulatory requirements, information security policies, standards, and procedures, as well as to ensure that information security operation and maintenance processes</p> |

| No.   | Domain                                         | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|       |                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>comply with Tencent Cloud's information security requirements. Tencent Cloud's Legal Department compiles compliance requirements and laws and regulations relevant to Tencent Cloud's business operations, establishes a corresponding list of laws and regulations based on the collected results, and updates it annually. The collected legal and regulatory requirements are disseminated to the relevant departments required to meet compliance obligations, ensuring that these departments can access and consult such requirements at any time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 2.2.4 | Monitoring and Evaluation of Service Providers | <p>Business operators should establish processes to monitor, evaluate, and review the quality of services provided by Cloud Computing service providers.</p> <ul style="list-style-type: none"> <li>• Business operators should clearly define the roles and responsibilities of personnel tasked with monitoring, evaluating, and reviewing service delivery.</li> <li>• Business operators should implement processes to monitor, evaluate, and review the service provider's performance in accordance with the terms specified in the Cloud Service Agreement between the provider and the customer.</li> </ul> | <p>Customers shall define the roles and responsibilities of personnel responsible for monitoring, evaluating, and reviewing service delivery, and conduct monitoring and evaluation of the service provider's service quality in accordance with the service agreement signed with the cloud service provider.</p> <p>The cloud services provided by Tencent Cloud to customers are delivered in accordance with the Service Level Agreement (SLA) stipulated for each service. The performance indicators, measurement criteria, and reporting requirements for each service are clearly specified in the SLA of each product and published on the official Tencent Cloud website. Tencent Cloud continuously tracks the performance and availability of cloud services and provides real-time monitoring for customers through the management console.</p> <p>To assist customers in meeting their outsourcing supervision requirements, Tencent Cloud will cooperate with customers' third-party security audits and oversight in accordance with actual circumstances and the agreements and arrangements made with customers. Dedicated personnel will be assigned to provide assistance, and we will actively respond to and coordinate with audit activities initiated by customers.</p> |

| No.   | Domain | Summary of Controls                                                                                                                                                                                                                                                                          | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| 2.2.5 | Exit   | The business operator should comprehensively assess the risks associated with terminating the use of cloud computing services in order to define an appropriate strategy and develop a suitable exit plan. This is intended to prevent or mitigate potential impacts arising from such risks | <p>Customers shall conduct a comprehensive assessment of the risks associated with terminating the use of cloud computing services, and formulate appropriate and reasonable exit plans to prevent or mitigate the impacts arising from such risks.</p> <p>If customers need to terminate the contract or agreement due to business changes or future IT planning, they may back up and migrate their cloud data and production environments at any time. In accordance with the service agreement entered into between Tencent Cloud and the customer, in the event of cloud service expiration or termination, the customer shall complete the migration of data stored in the cloud servers in connection with its use of Tencent Cloud services before the expiration of the data retention period. In addition, Tencent Cloud's cloud products support customers in backing up and migrating data in universal standard formats. Customers may adopt the same transmission methods and protocols used during cloud migration, or leverage network service products such as <a href="#">Direct Connect (DC)</a> and <a href="#">VPN Connection</a>, to ensure the security and reliability of their data during the cloud exit phase. Upon termination of the cloud services, Tencent Cloud adopts rigorous data erasure methods to completely delete all customer data (including copies and backups) after the expiration of the retention period, with no possibility of recovery for the deleted data.</p> |

# 13

## How Tencent Cloud Meets and Assists Customers to Meet the Requirements of SEC No. Tor Thor 60/2561 Rules, Conditions and Procedures for Outsourcing Function related to Business Operation to Third Party



The Office of the Securities and Exchange Commission (SEC) of Thailand issued the [Rules, Conditions and Procedures for Outsourcing Function related to Business Operation to Third Party](#), which guides securities service institutions to adopt appropriate practices to manage the risks associated with outsourcing business operation-related functions to third parties and to effectively control and supervise the operations of third parties. Its key provisions focus on aspects including policies, measures, and procedures for outsourcing operational responsibilities to third parties, outsourcing principles, as well as mandatory conditions for outsourced operational functions.

In this chapter, Tencent Cloud will extract and summarize the control requirements relevant to cloud service providers as specified in the Rules, Conditions and Procedures for Outsourcing Function related to Business Operation to Third Party, and elaborate on how Tencent Cloud, as a cloud service provider, assists securities service institutions in complying with these requirements.

| No. | Domain                                                                                    | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| 8   | Policy, Measures and Procedures for Outsourcing Operational Function to a Service Provide | <p>The policy for outsourcing operational function to a service provider shall specify details and comply with the following rules:</p> <p>(1) scope and nature of the function to be outsourced;</p> <p>(2) criteria for selecting a service provider which shall contain details of the consideration guidelines in the following matters:</p> <p>(a) financial position which shall be specified in such a way that the screening and selection of a service provider would be done without any ground to believe that its financial position may cause damage or having any circumstance that indicates an ongoing financial problem;</p> <p>(b) capability and readiness for operational function which shall be specified in such a way that it is possible for screening and selecting a service provider who has sufficient and efficient work system;</p> | <p>Customers shall conduct risk assessments based on the importance of outsourced functions, formulate outsourcing policies, clarify the scope and nature of outsourced functions, establish criteria for selecting service providers, and perform due diligence on service providers in accordance with such criteria. The content of due diligence includes but is not limited to: financial status, operational capabilities, professional expertise, business reputation, cross-border services, information security, and subcontractor management.</p> <p>Tencent Cloud designates dedicated personnel to actively respond to and cooperate with customers' due diligence activities. The following is an overview of Tencent Cloud's practices as a cloud service provider in responding to due diligence requirements across various aspects:</p> <ul style="list-style-type: none"> <li> <b>Financial Strength</b> <p>As a flagship cloud computing brand fully developed by Tencent Holdings Ltd., Tencent Cloud benefits from the Group's strong financial strength and sound financial standing. Since officially launching its cloud services in 2010, Tencent Cloud has achieved substantial growth in key financial metrics such as revenue and profitability. It has also been recognized by Gartner, a world-leading industry research institution, for four consecutive years, ranking second among Chinese vendors in the strategic quadrant.</p> </li> </ul> |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|     |        | <p>(c) expertise, experience and business reputations;</p> <p>(d) readiness of the service provider in case of providing services to many intermediaries;</p> <p>(e) record of complaints or litigation in matters relating to the function to be outsourced;</p> <p>(f) relationship with directors or executives of the intermediary;</p> <p>(g) in the case where the service provider is located in a foreign country, there shall be consideration on change or uncertainty regarding economic, political, social and legal issues of the foreign country as well as the complexity in business continuity management of the service provider in the foreign country;</p> <p>(3) criteria for reviewing and changing a service provider;</p> <p>(4) guidelines for subcontracting the outsourced function by the service provider to another party;</p> <p>(5) appropriate guideline for risk assessment according to the degree of importance of the outsourced function;</p> <p>(6) information security system of a service provider for protecting the information of the intermediary and the clients.</p> | <p>• <b>Operational Experience</b></p> <p>Tencent Cloud ranks among the industry leaders in terms of operational capabilities and scale. Its data centers are located across multiple regions worldwide, covering mainland China, the Asia-Pacific region, North America, and Europe.</p> <p>• <b>Professional and Technical Capabilities</b></p> <p>Tencent Cloud demonstrates its comprehensive technical prowess as an industry leader through its robust cloud computing technologies, big data processing capabilities, artificial intelligence applications, network security protection, cloud-native technologies, global data center footprint, and industry-specific solutions. These technical capabilities not only ensure the stability and reliability of Tencent Cloud services but also deliver a secure and trusted cloud computing environment for customers. Tencent Cloud's sophisticated operational security capabilities also enable it to provide round-the-clock technical support for cloud products to customers.</p> <p>• <b>Business Reputation</b></p> <p>As the cloud computing arm of Tencent—a leading enterprise in China's internet industry—Tencent Cloud has obtained numerous professional certifications from industry organizations and provides comprehensive cloud computing solutions. It has partnered with over 11,000 collaborators and delivered more than 400 industry-specific solutions to enterprise customers spanning over 30 sectors.</p> <p>• <b>Track Record in Serving a Diverse Range of Institutions:</b></p> <p>Tencent Cloud has tailored a full suite of solutions for numerous securities institutions, designed to flexibly meet the business needs of securities customers and adapt to their varied corporate cultures and strategies.</p> <p>• <b>Handling of Complaints or Litigation:</b></p> <p>Tencent Cloud provides ticketing services through</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|     |        |                     | <p>its official website console, enabling customers to report faults, incidents, issues, and complaints related to security, availability, and confidentiality. Tencent Cloud's ticketing system prioritizes customer tickets through a tiered response mechanism. When the frontline technical team is unable to resolve an issue effectively, the system will automatically trigger an escalation process, with the product or technical team stepping in to facilitate collaborative resolution. This ensures that customer needs and feedback receive timely responses and handling. Customers may also select applicable service plans to access dedicated support, including exclusive support groups, dedicated technical account managers, and value-added services.</p> <ul style="list-style-type: none"> <li> <b>Cross-border Risk Management:</b> <p>Tencent Cloud's infrastructure is deployed across multiple locations worldwide, consisting of Regions and Availability Zones (AZs). Each Region is an independent geographic area, and each Availability Zone is an independent fault domain with physical isolation from other AZs. Based on business development needs and data security requirements, customers can flexibly deploy their data and systems in different Regions or Availability Zones on their own initiative to meet business disaster recovery requirements. As of 2026, Tencent Cloud has deployed three data centers in Thailand, offering a range of cloud computing services including cloud servers, cloud databases, and CDN. Customers can choose to store and process their data locally in Thailand.</p> </li> <li> <b>Business Continuity</b> <p>Tencent Cloud has obtained the ISO/IEC 22301 international standard certification for business continuity management systems. Tencent Cloud conducts business impact analyses on its cloud products and services, and formulates corresponding response strategies, business continuity plans, and disaster recovery plans based on the analysis results to guide the organization in restoring relevant</p> </li> </ul> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|     |        |                     | <p>business resources. Tencent Cloud has formulated detailed disaster recovery plans for its cloud products and key processes, and conducts regular drills in strict accordance with requirements to ensure the timeliness and feasibility of these disaster recovery plans.</p> <ul style="list-style-type: none"> <li> <b>Subcontract Management</b> <p>Tencent Cloud makes available online legal documents such as the <a href="#">Terms of Service</a>, <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a> on its official international website. For subcontracting scenarios, the agreements clearly specify clauses on prior consent for subcontracting, notification prior to adding or replacing subcontractors, and data protection obligations. Without the customer's prior consent, Tencent Cloud shall not subcontract any processing operations performed on behalf of the customer pursuant to the contract/agreement. Tencent Cloud will notify customers via email and other channels of any intended changes involving the addition or replacement of subcontractors. In addition, customers may also choose to sign offline agreements with Tencent Cloud to negotiate the terms and details specified in the agreements.</p> <p>In terms of subcontractor management, Tencent Cloud has established a sound supply chain security management system. Through rigorous supplier security assessment and onboarding, regular supervision and evaluation, and clear outsourcing service agreements, Tencent Cloud implements effective control over suppliers. This ensures that subcontracting will not affect Tencent Cloud's ability to provide relevant services to customers, the confidentiality and integrity of customer information processing procedures, as well as the supervision and audit rights of Thailand's financial regulators and financial institutions. Furthermore, Tencent Cloud will actively comply with customers' outsourcing management requirements and respond to and cooperate with audit or evaluation activities initiated</p> </li> </ul> |

| No. | Domain                                         | Summary of Controls                                                                                                                                                                                                                                                                                                                                                       | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|     |                                                |                                                                                                                                                                                                                                                                                                                                                                           | <p>by customers.</p> <ul style="list-style-type: none"> <li> <b>Information Security</b> <p>Tencent Cloud has established an Information Security Management Policy, which consists of an overall information security strategy, a security organizational structure, and a security management system. This policy effectively supports the secure operation and risk management of the cloud platform, and guides the daily work and management processes of all departments and employees of the company. Tencent Cloud's Information Security Management Policy is regularly reviewed to ensure that the control objectives, control procedures, and control measures of the cloud security management system comply with relevant security strategies, standards, procedures, and legal requirements, thereby safeguarding the adequacy and effectiveness of the information security policy. Tencent Cloud strictly complies with the laws and regulations of the jurisdictions where it conducts business operations.</p> <p>To assist customers in meeting their outsourcing supervision requirements, Tencent Cloud will cooperate with customers' third-party security audits and oversight in accordance with actual circumstances and the agreements and arrangements made with customers. Dedicated personnel will be assigned to provide assistance, and we will actively respond to and coordinate with audit activities initiated by customers.</p> </li> </ul> |
| 14  | Outsourcing Rules-Non-central Utility Function | <p>In case of outsourcing non-central utility function, securities business institution shall select a service provider who has the qualifications and does not possess prohibited characteristics as follows: □(1) having readiness and sufficiency on personnel and operating system to ensure that the operational function of the securities business institution</p> | <p>When outsourcing non-core business functions, customers shall ensure that service providers have robust mechanisms for risk management, internal control, information security, and emergency management, as well as sound financial standing.</p> <p>Tencent Cloud designates dedicated personnel to actively respond to and cooperate with customers' due diligence activities. Below is an overview of how Tencent Cloud, as a cloud service provider, meets the qualification requirements for selection by securities institutions:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|     |        | <p>shall remain in accordance with the rules concerning outsourced function as prescribed by the Securities and Exchange Commission, the Capital Market Supervisory Board or the SEC Office, including the guidelines specified by the securities business institution to comply with such rules, and in any case there shall be at least sufficient and efficient operating systems as follows: □(a) risk management system; □(b) internal control system; □(c) information security system to prevent unauthorized and unrelated persons from accessing or amending information as well as from accessing non-public information between the service provider's unit and its personnel; □(d) contingency management system which specifies procedures and a person in charge in each case clearly; □(2) there is no reasonable ground to believe that the financial condition may cause damage or having any circumstance which indicates an ongoing financial problems; □(3) there is no reasonable ground to believe that there is a deficiency or inappropriateness relating to the control and proper operation of the business.</p> | <ul style="list-style-type: none"> <li> <b>Risk Management</b> <p>Tencent Cloud has formulated a risk governance framework and related procedures, and continuously improves risk management measures and internal monitoring systems. By steadily enhancing the development of risk culture, Tencent Cloud effectively strengthens its internal risk management capabilities to ensure the healthy and sustainable development of its business.</p> </li> <li> <b>Internal Control Management</b> <p>Tencent Cloud's security team continuously monitors and assesses internal security risks to ensure the effectiveness and reliability of the information security management system. The security team performs internal security audits at least once a year and continuously monitors the cloud platform and internal systems to maintain a sound security posture and compliance with relevant laws, regulations, and security management standards. In addition, Tencent Cloud undergoes professional audits by independent third parties on an annual basis, and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports.</p> </li> <li> <b>Information Security</b> <p>Tencent Cloud has established an Information Security Management Policy, which consists of an overall information security strategy, a security organizational structure, and a security management system. This policy effectively supports the secure operation and risk management of the cloud platform, and guides the daily work and management processes of all departments and employees of the company. Tencent Cloud's Information Security Management Policy is regularly reviewed to ensure that the control objectives, control procedures, and control measures of the cloud security management system comply with relevant security strategies,</p> </li> </ul> |

| No. | Domain                                                      | Summary of Controls                                                                                                                                                                                                                                                                                     | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|     |                                                             |                                                                                                                                                                                                                                                                                                         | <p>standards, procedures, and legal requirements, thereby safeguarding the adequacy and effectiveness of the information security policy. Tencent Cloud strictly complies with the laws and regulations of the jurisdictions where it conducts business operations.</p> <ul style="list-style-type: none"> <li> <b>Business Continuity</b> <p>Tencent Cloud has obtained the ISO/IEC 22301 international standard certification for business continuity management systems. Tencent Cloud conducts business impact analyses on its cloud products and services, and formulates corresponding response strategies, business continuity plans, and disaster recovery plans based on the analysis results to guide the organization in restoring relevant business resources. Tencent Cloud has formulated detailed disaster recovery plans for its cloud products and key processes, and conducts regular drills in strict accordance with requirements to ensure the timeliness and feasibility of these disaster recovery plans.</p> </li> <li> <b>Financial Strength</b> <p>As a flagship cloud computing brand fully developed by Tencent Holdings Ltd., Tencent Cloud benefits from the Group's strong financial strength and sound financial standing. Since officially launching its cloud services in 2010, Tencent Cloud has achieved substantial growth in key financial metrics such as revenue and profitability. It has also been recognized by Gartner, a world-leading industry research institution, for four consecutive years, ranking second among Chinese vendors in the strategic quadrant.</p> </li> </ul> |
| 19  | Outsourcing Rules- Outsourcing Non-central Utility Function | <p>In case of outsourcing non-central utility function, securities business institution shall supervise the outsourcing at least in the following matters:</p> <p>(1) the appropriateness of the operation of the service provider shall be monitored and reviewed regularly, at least an immediate</p> | <p>When outsourcing non-core functions, customers shall conduct regular monitoring and review of the operational performance of service providers, submit periodic outsourcing reports to the management, and retain supporting documents related to the outsourced functions to facilitate inspections by regulatory authorities when necessary.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| No. | Domain                                           | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                                                  | <p>review shall be done when any circumstance occurs which may affect the qualifications or prohibited characteristics of the service provider or may cause violation of the regulations as prescribed in this Notification. In case where it appears that the service provider lacks qualifications, possess a prohibited characteristic or is no longer suitable for the outsourced function, there shall be a change of service provider or any action, as deem appropriate.</p> <p>(2) a complete and updated summary report of the operational function outsourced to the service provider shall be prepared and submitted to the chief executive of the intermediary;</p> <p>(3) a complete and updated evidentiary documentation of the operational function outsourced to the service provider shall be maintained in such a ready manner for retrieval for review or inspection by the SEC Office without delay;</p> <p>(4) it shall be accommodated to the SEC Office for inspecting the operation of the service provider upon request.</p> | <p>To meet customers' outsourcing monitoring requirements, the performance and availability of each cloud service are continuously tracked, with relevant metrics available for customers to monitor in real time via the management console. The cloud services provided by Tencent Cloud to customers are delivered in accordance with the Service Level Agreement (SLA) stipulated for each service. The performance indicators, measurement criteria, and reporting requirements for each service are clearly specified in the SLA of each product and published on the official Tencent Cloud website.</p> <p>In addition, Tencent Cloud will cooperate with customers' third-party security audits and oversight in accordance with actual circumstances and the agreements and arrangements made with customers. Dedicated personnel will be assigned to provide assistance, and we will actively respond to and coordinate with audit activities initiated by customers.</p> |
| 20  | Compulsory Conditions in Outsourcing Operational | Securities Business Institution shall arrange to have a written contract assigning a third party to be the service provider for function related to business                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Customers shall enter into written contracts with service providers, which shall include at least the following contents: the rights and obligations of both parties, breach clauses, business continuity management, security clauses, information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |



| No. | Domain   | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|     | Function | <p>operation, which contains at least material information in the following matters:</p> <p>(1) duties and responsibilities of the service provider</p> <p>(2) consent of the service provider for the SEC Office to inspect is operation, retrieve for viewing or examine relevant evidentiary documentation;</p> <p>(3) causes, conditions and procedures for terminating the contract or suspending operation [under such contract];</p> <p>(4) remuneration and charged expenses.</p> <p>In the case where the service provider subcontracts the outsourced function to another party, securities business institution shall have the service provider arrange a written contract which contains details specified in Paragraph 1 at every level of subcontracting.</p> | <p>confidentiality, audit rights and interests, contract termination, and subcontractor management.</p> <p>Tencent Cloud makes available online legal documents such as the <a href="#">Terms of Service</a> , <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a> on its official international website. These documents clearly define the scope and service levels of the services provided by Tencent Cloud, the protection of user data and intellectual property rights, the security responsibilities and obligations of both customers and Tencent Cloud, as well as the service term and scenarios for agreement termination. Meanwhile, customers may opt to sign customized agreements with Tencent Cloud to negotiate and modify specific terms and details of the agreements, so as to create a customized agreement that complies with regulatory requirements and can be approved by the customers' internal procurement/legal departments. Should Tencent Cloud engage in subcontracting of relevant business, we will promptly notify the customer, stipulate the subcontracting-related terms in the agreement with the customer based on actual circumstances, and exercise management over such subcontracting activities.</p> |

# 14

## How Tencent Cloud Meets and Assists Customers to Meet the Requirements of OIC Criteria for Life and Non-Life Insurance Companies' Governance and Management of Information Technology Risks (IT Risks)

To address inherent risks such as information technology and cyber threat arising from technological changes in business operations, the Office of the Insurance Commission (OIC) of Thailand has formulated the [Criteria for Life Insurance Companies' Governance and Management of Information Technology Risks \(IT Risks\)](#) and the [Criteria for Non-life Insurance Companies' Governance and Management of Information Technology Risks \(IT Risks\)](#). Although the two sets of standards apply to different regulated entities, their content is identical. Both prescribe standards and procedures for IT risk governance and management, enabling insurance companies to establish appropriate and systematic mechanisms for IT risk and cyber threat management, adopt suitable control measures in accordance with international standards to safeguard IT security, supervise and evaluate action plans for IT adoption, and conduct IT compliance and IT audit management. Their key provisions cover areas including IT security, IT risk management, IT compliance, IT audit, cyber security governance and management, as well as reporting on cyber threats or threats to IT systems. In this chapter, Tencent Cloud will extract and summarize the control requirements relevant to cloud service providers as set out in the Criteria for Life and Non-Life Insurance Companies' Governance and Management of Information Technology Risks (IT Risks), and elaborate on how Tencent Cloud, as a cloud service provider, assists insurance companies in complying with these requirements.

## 14.1 Information Technology (IT) Security

| No. | Domain             | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| 14  | IT Security Policy | A Company must maintain a written Information Technology Security policy in conformity with the intended application of Information Technology in the business operations and all potential risks associated with such application. The policy must be reviewed and approved by the Company's Board of Directors or delegated subcommittee, and undergo a review annually at a minimum, or whenever there is any material change. The policy must also be communicated to all personnel of the Company | <p>Customers shall formulate and maintain IT security policies commensurate with the nature, scale, and risk profile of their business, conduct regular reviews and updates thereof, and communicate such policies to relevant personnel for their learning and implementation.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established an Information Security Management Policy, which consists of an overall information security strategy, a security organizational structure, and a security management system. This policy effectively supports the secure operation and risk management of the cloud platform, and guides the daily work and management processes of all departments and employees of the company. Tencent Cloud's Information Security Management Policy is regularly reviewed to ensure that the control objectives, control procedures, and control measures of the cloud security management system comply with relevant security strategies, standards, procedures, and</p> |

| No. | Domain                    | Summary of Controls                                                                                                                                                                                                                                                                                 | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|     |                           |                                                                                                                                                                                                                                                                                                     | <p>legal requirements, thereby safeguarding the adequacy and effectiveness of the information security policy. In addition, Tencent Cloud has established a comprehensive risk management framework in accordance with the ISO/IEC 27001:2022 standard, and conducts risk assessments regularly. Employees can access these policies issued by Tencent Cloud via the internal platform. Tencent Cloud persists in integrating information security management into daily management work to ensure that all employees understand and comply with the internal information security management policies and requirements.</p> <p>In addition, Tencent Cloud has obtained a number of security and privacy compliance certifications and qualifications, such as ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, ISO 22301, NIST CSF, and SOC. These certifications demonstrate that Tencent Cloud's security management and privacy protection frameworks meet the relevant certification standards and industry best practices, and Tencent Cloud undergoes regular audits by professional third-party audit firms every year.</p> |
| 15  | Human Resource Management | <p>A Company must make necessary arrangements for its human resource security management pertaining to Information Technology personnel, by establishing criteria for recruitment and selection of such personnel, rules or regulations applicable to their performance, and their termination.</p> | <p>Customers shall establish a human resources management mechanism for IT personnel, conduct background checks on candidates in accordance with recruitment and selection standards prior to their employment, clarify the rules and regulations that employees must comply with, and specify the security requirements for employee resignation or termination of employment.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established comprehensive human resource (HR) management standards and procedures to ensure the selection, recruitment, and assignment of personnel in line with job requirements. Tencent Cloud has defined a clear employee lifecycle framework, covering pre-employment procedures,</p>                                                                                                                                                                                                                                                                                                                                                              |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|     |        |                     | <p>on-the-job procedures, and offboarding procedures.</p> <p><b>Prior to onboarding,</b> applicants undergo interviews, during which Tencent Cloud assesses their competence to meet the job requirements. In accordance with applicable laws and job levels, the HR department conducts pre-employment background checks on candidates. These checks include verification of past work experience, criminal background screening, and educational qualification verification. The results of background checks are documented in Tencent Cloud's HR management system.</p> <p><b>Upon accepting employment,</b> internal employees are required to sign an employment agreement and an NDA. The employment agreement clarifies Tencent Cloud's existing security policies and the information security and personal data protection responsibilities to be fulfilled by employees or third parties. The NDA includes the signatory's confidentiality obligations and responsibilities, as well as potential penalties for violations of confidentiality clauses. Contract employees also undergo pre-employment background checks and are bound by the confidentiality requirements specified in the agreements signed between Tencent Cloud and the contracting agencies. The confidentiality requirements between Tencent Cloud and employees or third parties are reviewed and updated by the legal department as needed. During the employment tenure of employees or third-party personnel, the Human Resources Department conducts ongoing assessments of the security status of individuals with access to the cloud service management network or cloud service delivery network. Tencent Cloud has established a series of information security training and learning mechanisms to educate employees on information security policies, procedures, and guidelines. Employees are required to participate in regular information</p> |

| No. | Domain                                   | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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|     |                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>security awareness training.</p> <p><b>Tencent Cloud's offboarding process</b> includes procedures such as the timely termination of user accounts and permissions, and the recovery of company assets. All physical assets of Tencent Cloud are assigned to designated responsible persons and registered through Tencent Cloud's internal dedicated asset tracking system. Tencent Cloud conducts regular asset inventories to verify the actual existence of assets and documents the inventory results.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 16  | Information Technology Assets management | <p>A Company must make necessary arrangements for its Information Technology Assets management that includes the following arrangements at a minimum:</p> <p>(1) An arrangement of maintaining a register of Information Technology Assets and ensuring periodic maintenance of the Information Technology Assets, as well as establishing security measures for the use of computer machines and related devices;</p> <p>( 2 ) An arrangement of establishing a guideline for information classification appropriately in line with the level of Confidentiality and importance of such corporate information, a guideline for ensuring security in conformity with information classification, as well as ensuring security of information during its transmission via communication networks, its</p> | <p>Customers shall maintain an asset inventory covering all information assets and establish an information asset management mechanism to identify, classify, and assign ownership of assets, as well as implement security management for assets based on their respective classification levels. The asset inventory shall be subject to regular reviews and shall be updated in a timely manner whenever changes occur.</p> <p>To assist customers in conducting comprehensive information asset management, Tencent Cloud provides <a href="#"><u>Cloud Workload Protection Platform (CWPP)</u></a>, which supports automated collection of asset fingerprints and centralized management of asset fingerprint data such as accounts, ports, processes, and applications. CWPP can also conduct rapid investigations into the risk impact scope of occurred security incidents based on asset fingerprints, helping customers enhance server security. Customers may also adopt Tencent Cloud's one-stop security management platform, <a href="#"><u>Cloud Security Center (CSC)</u></a>, for information asset security management. CSC incorporates an Asset Security Center module, which enables customers to achieve automated and dynamic inventory of cloud-based assets (including Cloud Virtual Machines, Object Storage, Cloud Databases, Load Balancers, etc.). It also provides unified management of asset security risks through multiple security dimensions such as cloud configuration risks, vulnerabilities, and</p> |



| No. | Domain | Summary of Controls                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|     |        | storage in the system or other data storage media, and its destruction in line with such level of Confidentiality. | <p>security incidents, thereby reducing the risk of cloud-based shadow IT.</p> <p>To assist customers in complying with regulatory requirements, in terms of information asset management, Tencent Cloud has formulated information asset management specifications and a full-lifecycle management process, implementing classified and graded management and protection for assets such as electronic data, hardware and its virtual devices, infrastructure, application systems, and software. Tencent Cloud leverages an asset management system to manage hardware devices and software components, covering asset registration and binding, asset inventory and information updates, asset decommissioning and replacement, etc. This ensures the stable operation of the underlying cloud platform systems and provides reliable support for business systems. Tencent Cloud has also developed an acceptable use policy that clarifies the responsibilities and obligations of employees and third parties when using Tencent Cloud corporate resources (including IT systems, networks, equipment, and data), standardizes proper usage behaviors, and mitigates potential risks.</p> <p>To ensure the confidentiality and integrity of customer data, <b>in terms of data storage protection</b>, a variety of Tencent Cloud's storage and database products support data encryption functions, employing secure and high-strength encryption algorithms. They integrate the <a href="#">Key Management Service (KMS)</a> to achieve full-lifecycle key management, ensuring data confidentiality. The <a href="#">Key Management Service (KMS)</a> generates and protects keys using hardware security modules (HSMs) certified to FIPS 140-2 standards, and is capable of supporting customers in the full-lifecycle management of their encryption keys.</p> <p><b>In terms of data transmission protection</b>, all communications between customers and the</p> |

| No. | Domain         | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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|     |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>Tencent Cloud console are encrypted and protected by the HTTPS security protocol. The cloud API interfaces provided by Tencent Cloud's products also feature security capabilities such as HTTPS encryption, signature verification, and status monitoring, delivering port-level communication security guarantees for customers' businesses. In addition, customers can leverage <a href="#">Direct Connect (DC)</a> and <a href="#">VPN Connection</a> to achieve secure data transmission across different scenarios.</p> <p><b>For data deletion and destruction</b>, Tencent Cloud provides a secure and reliable data destruction mechanism. Upon termination of customer services, Tencent Cloud follows strict data erasure methods to completely delete all customer data, including replicas and backups, after the retention period expires. Deleted data is irrecoverable. When media used to provide Tencent Cloud services malfunctions and needs replacement or reaches the end of its service life and needs to be decommissioned, Tencent Cloud will also promptly clear residual information and conduct thorough physical destruction in accordance with strict processes.</p> |
| 17  | Access Control | <p>A Company must maintain control of access to its system, data, and Information Technology Assets to prevent any prohibited or unauthorized person's access to and modification of such system or data. Such control must include the following arrangements at a minimum:</p> <p>(1) An arrangement to establish a policy on access to or use of its system, data, and Information Technology Assets including a policy on any use of service of the organizational communication</p> | <p>Customers shall control access to systems, data, and IT assets, authenticate relevant permissions and user identities, conduct regular reviews and updates of user access rights, and promptly revoke such permissions when personnel resign or their job roles change.</p> <p><b>In terms of user authorization</b>, <a href="#">Cloud Access Management (CAM)</a> can help customers securely and granularly manage access to Tencent Cloud products and resources.</p> <p>Internally, Tencent Cloud has formulated authorization policies for access control and a separation-of-duties matrix mechanism. <b>Tencent Cloud uses a zero-trust security management system to authenticate employee access, requiring users to complete two-factor authentication</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                          |



| No. | Domain       | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|     |              | <p>network in conformity with its business operations requirements;</p> <p>(2) An arrangement to manage relevant right of use and user authentication in accordance with the specified rights, taking into consideration the necessity of use and the level of risk;</p> <p>(3) An arrangement to review and update the right of use within a specified period;</p> <p>(4) An arrangement to revoke any person's right of use upon the person's change of duties or employment termination.</p> | <p>through the system before accessing internal resources. Tencent Cloud strictly adheres to the principle of least privilege, granting permissions to employees only based on job responsibilities and business necessities. Regular permission reviews are conducted to prevent permission misuse and abuse.</p> <p><b>For privileged account management</b>, Tencent Cloud provides <a href="#">Bastion Host (BH)</a>, which supports fine-grained authorization based on dimensions such as users, assets, accounts, and operation permissions, ensuring that the permissions held by users are the minimum required for them to access assets and complete work tasks.</p> <p>Bastion Host has been fully deployed in Tencent Cloud's production environment, enabling centralized control over the administrator account permissions of back-end system components. Internal operation and maintenance (O&amp;M) personnel must obtain authorization approval to access the Bastion Host. Internal operation and maintenance personnel are required to obtain authorization approval to access the Bastion Host, and those who have obtained authorization must complete secondary identity verification for login. Backend operation and maintenance operation records are centrally stored by the log platform, and the internal audit team of Tencent Cloud conducts regular reviews of these records.</p> <p>For more information on access control, please refer to section <b>3.1、3.2 Access Control</b> in Chapter 5.3 "<a href="#">5.3 IT Risk Regulatory Rules - Annex 2 IT Security Management</a>" of this guide.</p> |
| 18  | Cryptography | <p>A Company must establish a guideline for cryptography for data security in conformity with the information's Confidentiality and importance classification.</p>                                                                                                                                                                                                                                                                                                                              | <p>Customers shall classify information based on its confidentiality and importance, and formulate corresponding data security encryption technical measures in accordance with different information classification levels.</p> <p><b>In terms of data storage protection</b>, a variety of Tencent Cloud's storage and database products</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| No. | Domain                              | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                               | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                                     |                                                                                                                                                                                                                                                                                                                                                                                                   | <p>support data encryption functions, employing secure and high-strength encryption algorithms. They integrate the <a href="#">Key Management Service (KMS)</a> to achieve full-lifecycle key management, ensuring data confidentiality.</p> <p><b>In terms of data transmission protection</b>, all communications between customers and the Tencent Cloud console are encrypted and protected by the HTTPS security protocol. The cloud API interfaces provided by Tencent Cloud's products also feature security capabilities such as HTTPS encryption, signature verification, and status monitoring, delivering port-level communication security guarantees for customers' businesses.</p> <p><b>For the management of internal encryption keys of Tencent Cloud</b>, Tencent Cloud has formulated encryption and key management standards, regulating the processes of key application, generation, storage, use, transmission, update and destruction to ensure the confidentiality, integrity and availability of keys.</p> <p>For more information on encryption technology management, please refer to section "6. <b>Cryptographic Controls</b>" in "<a href="#">Chapter 11.3 Annex 3: IT Security</a>" of this guide.</p> |
| 19  | Physical and Environmental Security | <p>A Company must maintain both physical and environmental security of its computer center, Information Technology related work areas, and spaces used in relation to important Information Technology, by making the following arrangements at a minimum:</p> <p>(1) An arrangement to establish a written set of regulations on access to the computer center;</p> <p>(2) An arrangement to</p> | <p>Customers shall implement necessary monitoring and access control measures for data centers to ensure their physical and environmental security.</p> <p>Tencent Cloud's infrastructure is deployed across multiple global locations, consisting of regions and availability zones (AZs). Each region is an independent geographic area, and each availability zone is an independent fault domain with physical isolation from other AZs. Based on business development needs and data security requirements, customers can independently and flexibly deploy data and systems in different regions or AZs to meet business disaster recovery requirements.</p> <p><b>In terms of data center environmental security</b>,</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                          | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|     |        | <p>establish control of an ingress into and an egress from its computer center by placing appropriate restrictions on computer center access rights, as well as maintaining a record and storage of information on such ingress and egress;</p> <p>(3) An arrangement to establish a system for the protection, preservation, and maintenance of equipment, computer machines, and system facilities relating to Information Technology.</p> | <p>all Tencent Cloud data centers worldwide are selected, constructed, or leased in compliance with relevant international standards and local security requirements. The power supply and air conditioning systems of each data center adopt a high-stability fully redundant design; any single-point failure will not affect the continuity of power supply and cooling. Each data center is equipped with a complete fire protection system, including zoned fire detection systems, automatic fire suppression systems, and manual fire-fighting equipment for emergency use. Anti-static floors are installed inside each data center, and server racks, cable trays, and other components are equipped with grounding wires to prevent equipment damage caused by static electricity.</p> <p><b>Regarding data center access control,</b> Tencent Cloud has formulated formal access procedures for physical access to data centers. Anyone entering a data center must verify their identity and present identification documents to security operations personnel. Each data center administrator must record and manage the provision, modification, and termination of access rights in the internal data center access management system. Data center administrators conduct regular reviews of access rights to ensure appropriate allocation. If access rights are no longer relevant or necessary, data center administrators will disable them. Approved visitors to Tencent Cloud data centers must be accompanied by on-site Tencent Cloud engineers. All visitors or staff entering or exiting the data center are required to undergo identity verification, personal belongings inspection, and item registration.</p> <p><b>In terms of data center monitoring and daily inspections,</b> Tencent Cloud data centers are equipped with 24/7 non-blind-spot video surveillance and alarm systems covering computer rooms, handover areas, park entrances/exits, and building entrances/exits, with 24/7 on-duty</p> |

| No. | Domain                 | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|     |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | security personnel. Security staff at each Tencent Cloud data center conduct regular inspections of computer rooms and equipment in strict accordance with inspection checklists and schedules, covering areas such as building entrances/exits, building perimeters, and interior spaces. Inspectors sign and record inspection times at checkpoints; in the event of infrastructure failures or security incidents, the data center emergency response process is activated immediately.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 20  | Communication Security | <p>A Company must maintain its network and communication security, by making the following arrangements at a minimum:</p> <p>(1) An arrangement to establish a segregation of its network and communication zones, through appropriately segregating the network and organizing strict connection controls between various application systems and important application systems.</p> <p>(2) An arrangement to establish control and limits to right of access to its network system and remote access system, through controlling security in the connection with external networks and requiring appropriate approval of any access thereto.</p> | <p>Customers shall establish an isolation mechanism for network zoning and segmentation, control access permissions for network systems and remote access systems, and strengthen security protection for external network connections.</p> <p><b>In terms of network communication security,</b> all communications between customers and the Tencent Cloud console are encrypted and protected by the HTTPS security protocol. The cloud API interfaces provided by Tencent Cloud's products are equipped with security capabilities such as HTTPS encryption, signature verification, and status monitoring, delivering port-level communication security guarantees for customers' businesses. <a href="#">Direct Connect (DC)</a> can also provide customers with exclusive, high-security large-bandwidth network connections, allowing customers to occupy dedicated network links and reduce the risk of data leakage. In addition, customers can use <a href="#">Cloud Connect Network (CCN)</a> to achieve secure intranet connectivity between cloud-based Virtual Private Clouds (VPCs) as well as between VPCs and local Internet Data Centers (IDCs).</p> <p><b>To meet network zoning requirements,</b> customers can leverage Tencent Cloud's <a href="#">Virtual Private Cloud (VPC)</a> service to build multiple independent network spaces for their purchased cloud platform resources, with support for custom segment division, IP address allocation, custom</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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|     |        |                     | <p>routing policies, etc.</p> <p><b>For network perimeter protection,</b> Tencent Cloud provides customers with the <a href="#">EdgeOne (EO)</a> platform, which delivers security protection and acceleration services based on Tencent's global edge nodes. It features capabilities including DDoS protection, intelligent web protection, BOT/crawler attack protection, and DNS resolution, while also supporting customers to configure custom access control rules based on business needs. <a href="#">Cloud Firewall (CFW)</a> is primarily designed to protect different network perimeters for customers, supporting active firewall ACL management, real-time IPS interception, virtual patching, and malicious code detection. It can meet the DMZ zone requirements in traditional networks, prioritize protection for core assets, and implement fine-grained isolation and control between VPCs. <a href="#">Web Application Firewall (WAF)</a> is capable of addressing security protection issues for websites and web services such as web attacks, intrusions, vulnerability exploitation, malicious code implantation, content tampering, backdoor infiltration, and crawling. <a href="#">Anti-DDoS</a> utilizes abundant and high-quality DDoS protection resources combined with continuously evolving proprietary and AI-driven detection algorithms to counter DDoS attacks.</p> <p><b>For multi-tenant isolation,</b> Tencent Cloud provides security mechanisms including virtualization control layer resource access control policies, isolation policies between private networks within the cloud platform, web console permission assignment and identity authentication, and interface session IDs and access keys. These mechanisms ensure that each user can only access the cloud computing resources they have purchased, effectively achieving access isolation between multiple tenants.</p> <p><b>In terms of network security control and management,</b> Tencent Cloud has deployed a</p> |

| No. | Domain                 | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|     |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p>mature network security architecture, employing multiple defense mechanisms such as firewalls, Intrusion Detection/Prevention Systems (IDS/IPS), DDoS protection, network logical isolation, and web application security to promptly detect, filter, and block malicious network traffic, thereby protecting Tencent Cloud's network security. Tencent Cloud has also configured internal network monitoring systems to monitor and issue alerts for network devices such as routers, firewalls, and network servers. In addition, Tencent Cloud has implemented multiple measures including access control and approval workflows to strictly prohibit unauthorized personnel from accessing internal network resources, including network analysis and monitoring tools.</p> <p>For more information on communication security, please refer to the provisions of “<b>5. Communication Security</b>” in Chapter 5.3 “<a href="#">5.3 IT Risk Supervision Rules - Annex 2 IT Security Management</a>” of this Guide.</p> |
| 21  | IT operations security | <p>A Company must maintain Information Technology operations security by ensuring the following management and arrangements at a minimum:</p> <p>(1) An arrangement of pursuing change management and requiring a written approval of every change;</p> <p>(2) An arrangement of pursuing capacity management to accommodate the current business operations and planning such management to accommodate all future applications;</p> <p>(3) An arrangement of maintaining security of its</p> | <p>Customers shall establish mechanisms for change management, capacity management, system configuration management, patch management, data backup management, log management, security monitoring management, vulnerability management, and penetration testing to maintain the operational security of information technology systems.</p> <p><b>In terms of change management</b>, Tencent Cloud has established a set of management standards governing product changes and configuration changes, clearly defining each step in the change process as well as the corresponding responsible parties to ensure that all changes undergo appropriate review, approval and testing before implementation. Tencent Cloud's change release system mandates that change operations can only be performed by authorized personnel, retains logs related to changes, and conducts regular audits of such logs. After a change is released, Tencent</p>                                                                           |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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|     |        | <p>server through system configuration management, patch management, as well as defining the right of access and restriction on the right of use for high privileged users (high privileged ID);</p> <p>(4) An arrangement of setting a procedure and process for data backup and appropriate frequency of such data backup activities, in conformity with the nature and complexity of its operations;</p> <p>(5) An arrangement of logging data of its server, application system and important network equipment, with sufficient security to prevent any change, modification, or destruction thereof, and maintaining a regular Information Technology Security audit log;</p> <p>(6) An arrangement of security monitoring, with a processor tool to detect unusual incidents or threats that have a significant impact on system security, as well as appropriate vulnerability management in conformity with risk levels, and engaging independent experts to perform penetration testing, particularly on the application and network systems that are connected to the public communication network system (internet facing) periodically or upon every material system change.</p> | <p>Cloud operations team monitors the change status in the production environment and documents the results. In addition, Tencent Cloud classifies change requests by impact level based on attributes such as the importance/urgency of the O&amp;M request and the scope of the change. For change requests involving products, infrastructure or network configurations that may affect the external environment, Tencent Cloud will notify customers via announcements, emails, the Tencent Cloud official website console and/or other appropriate channels.</p> <p>For more information on change management, please refer to the provisions of “<b>8.2 Change Management</b>” in Chapter 11.3 “<a href="#">11.3 - Annex 3 IT Security</a>” of this Guide.</p> <p><b>In terms of</b> capacity management, to realize the monitoring and management of system performance, customers can leverage <a href="#">Tencent Cloud Observability Platform (TCOP)</a>. This service provides real-time monitoring, analysis, and alerting capabilities for cloud products and cloud resources, helping customers keep track of cloud product resource utilization rates, application performance, and cloud product operating status in real time. It also supports configuring alerts for metrics, and can promptly notify customers of business anomalies through message push and other methods in accordance with the configured alert rules.</p> <p>Tencent Cloud conducts capacity demand forecasting based on business operation requirements and formulates an annual capacity management plan. An internal capacity monitoring platform is used by capacity management personnel to monitor capacity usage, track capacity utilization status in real time, and identify capacity usage trends.</p> <p>For more information on capacity management, please refer to the provisions of “<b>8.3 Information Technology (IT) Capabilities</b>” in Chapter 11.3</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|     |        |                     | <p>“<a href="#">11.3 - Annex 3 IT Security</a>” of this Guide.</p> <p>In terms of configuration management, <a href="#">Cloud Security Center (CSC)</a> provides automated inspection and assessment functions for cloud product configuration risks, helping customers mitigate security risks arising from incorrect security configurations in cloud product usage and improve the overall security level of their cloud environments. Meanwhile, customers can adopt the <a href="#">Config</a> service to automatically discover various cloud resources under their accounts across different regions, continuously record their configuration information and configuration changes, and conduct ongoing compliance assessments of cloud resource configurations under enterprise accounts based on Tencent Cloud best practice rules and compliance package templates.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has established a set of network security configuration standards and security baseline standards, which are designed to standardize the management of security configurations for network devices, firewalls, host server operating systems, databases, and application systems. Tencent Cloud continuously detects deviations between the configurations of operating systems, database management systems, and virtual images against the standards by using scanning tools. For identified deviations, Tencent Cloud automatically generates security work orders and sends them to the responsible teams for timely rectification.</p> <p>For more information on system configuration management, please refer to the provisions of “<b>8.1 System Configuration Management</b>” in Chapter 11.3 “<a href="#">11.3 - Annex 3 IT Security</a>” of this Guide.</p> <p>In terms of Patch Management, Customers can also leverage <a href="#">Cloud Workload Protection Platform (CWPP)</a> to detect Linux software vulnerabilities, Windows system vulnerabilities,</p> |



| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|     |        |                     | <p>Web-CMS vulnerabilities, and application vulnerabilities, issue real-time alerts, and obtain vulnerability remediation solutions, helping them respond rapidly to vulnerability risks. <a href="#">Tencent Container Security Service (TCSS)</a> is a virtual patching system developed by Tencent Cloud Security to defend against frequently emerging zero-day vulnerabilities. It integrates Tencent's vulnerability mining and real-time high-risk vulnerability alert technologies to capture and analyze vulnerabilities, generate virtual patches based on Tencent's professional expertise, and automatically enforce these virtual patches on cloud servers, effectively blocking hacker attacks. In addition, customers can use <a href="#">Vulnerability Scanning Service (VSS)</a> to conduct regular security scans, continuous risk alerts, and vulnerability detection on the availability, security, and compliance of the enterprise's network devices and application services, and reduce enterprise security risks by following the professional remediation recommendations provided by VSS.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud identifies the latest patches and conducts thorough security testing on them prior to installation to ensure the security of patch deployment. Tencent Cloud regularly notifies internal business teams to perform patch upgrades and installations, uses endpoint detection tools to periodically scan patch installation status, and automatically generates alert work orders for devices with overdue patches pending installation.</p> <p>For more information on vulnerability and patch management, please refer to the section "<b>8.11 Vulnerability and Patch Management</b>" in Chapter 11.3 "<a href="#">11.3 - Annex 3 IT Security</a>" of this guide.</p> <p><b>In terms of backup management</b>, Tencent Cloud has built or leased data centers in multiple locations around the world in compliance with relevant international standards and local security</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|     |        |                     | <p>requirements, providing customers with multi-Region and multi-AZ options to meet business disaster recovery needs and service level requirements. Various cloud products and services provided by Tencent Cloud, including computing services, network services, storage services, database services, container and middleware services, not only provide customers with highly available system architectures, but also support customers in configuring their own system and data backup strategies to meet diverse backup needs.</p> <p>For more information on backup management, please refer to the section "8.6 Data Backup" in Chapter 11.3 "<a href="#">11.3 - Annex 3 IT Security</a>" of this guide.</p> <p><b>In terms of log management,</b> Tencent Cloud provides <a href="#">Cloud Log Service (CLS)</a> to assist users in addressing issues related to business operations, security monitoring, log auditing, log analysis and more. Tencent Cloud CLS adopts a highly available distributed architecture design, with multi-redundancy backup storage for log data to prevent data unavailability caused by single-node service downtime. It delivers high-availability services and provides stable and reliable service guarantees for log data. With <a href="#">CloudAudit</a>, users can record logs, continuously monitor and retain account activities associated with operations across the entire Tencent Cloud infrastructure. Customers can leverage the <a href="#">Elasticsearch Service (ES)</a> to aggregate and transmit real-time logs from cloud servers, containers and other cloud products, as well as historical and incremental business data of their operations, to Tencent Cloud ES clusters for distributed data storage, query and analysis.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud centrally collects and manages various types of logs—including login logs, operation logs, system routine logs and system security event logs—on its log management platform. It also implements backup</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|     |        |                     | <p>and stringent protection measures for relevant log information to prevent unauthorized modification and deletion. Tencent Cloud conducts log audits through O&amp;M security automation audit tools and its internal audit team to detect system or operational anomalies, thereby mitigating operational risks. Tencent Cloud regularly inspects the time synchronization status of NTP servers to ensure unified, accurate, and reliable timekeeping across the entire network.</p> <p>For more information on log management, please refer to the provisions of “<b>8.7 Log Retention for information Technology System Usage</b>” in Chapter 11.3 “<a href="#">11.3 - Annex 3 IT Security</a>” of this Guide.</p> <p><b>In terms of Vulnerability Management and Penetration Testing, <a href="#">Vulnerability Scan Service (VSS)</a></b> leverages Tencent's years of accumulated security experience and threat intelligence to build a comprehensive and robust vulnerability rule database. Equipped with professional and efficient detection capabilities for 0Day/1Day/NDay vulnerabilities, it is capable of performing regular security scans, continuous risk alerts, and vulnerability detection on customers' assets in terms of availability, security, and compliance. It provides customers with professional remediation recommendations to mitigate security risks. <b><a href="#">Penetration Testing Service (PTS)</a></b> fully simulates the attack techniques and vulnerability discovery methods that hackers may employ. It adopts controlled and non-destructive methods and means to conduct in-depth probing of the target system's security, identifies weaknesses existing in target systems and network devices, and provides security hardening suggestions to help customers enhance system security.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud regularly generates scan tasks through its vulnerability scanning system to conduct vulnerability scans on assets in</p> |

| No. | Domain                             | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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|     |                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <p>the cloud environment, and performs analysis, classification, and remediation of detected vulnerabilities. Tencent Cloud's security team conducts regular full-link large-scale penetration tests, and flexibly carries out targeted penetration tests when new products are launched or major changes are implemented. In addition, Tencent Cloud regularly conducts red team-blue team exercises to simulate real-world cyberattack defense scenarios.</p> <p>For more information on vulnerability management and penetration testing, please refer to the provisions of <b>"8.9 Vulnerability Management &amp; 8.10 Penetration Testing"</b> in Chapter 11.3 <b>"11.3 - Annex 3 IT Security"</b> of this Guide.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 22  | System Acquisition and Development | <p>A Company must establish criteria and procedures for system acquisition and development in line with the following:</p> <p>(1) For system acquisition, the Company must establish clear criteria for the assessment and selection of vendors or developers, engagement under a sale and purchase agreement, or a hire of work engagement agreement, setting forth clear conditions on system development;</p> <p>(2) For system development, the Company must arrange for system design, development, and testing, to ensure that the system is accurate, secured, reliable, and available, with the following arrangements at a minimum:</p> <p>(a) An arrangement of documenting system</p> | <p>Customers shall establish a system development lifecycle (SDLC) management framework and incorporate security requirements into all phases of the system development lifecycle.</p> <p>Customers can leverage <b>Cloud-Native Build (CNB)</b>, a developer tool provided by Tencent Cloud. CNB is deeply integrated with agile development concepts. An orderly agile development process—from issue identification and merge request management to task collection—is established, helping customers verify the market performance of product versions with lower costs and faster iteration cycles.</p> <p><b>In terms of system security development lifecycle management</b>, Tencent Cloud's product security development process focuses on integrating information security and privacy protection concepts into different stages including requirements analysis, design, research and development, testing, delivery, and operation and maintenance, to ensure that cloud products are subject to adequate security controls throughout their lifecycle. Relevant security control measures include:</p> <ul style="list-style-type: none"> <li>• Security Training: Promote secure coding</li> </ul> |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                        | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |        | requirements and detailed technical specifications that cover the security issue and application system testing process;                                                                                                                                   | awareness among developers and strictly require relevant personnel to comply with secure coding standards.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|     |        | (b) An arrangement of maintaining a process or tool for source code version control, through limiting any use thereof to an as-needed installer of production systems.                                                                                     | <ul style="list-style-type: none"> <li>• Requirements Analysis: Conduct communications on business content, business processes, and technical frameworks to identify the optimal approach for embedding security measures.</li> <li>• System Design: Perform threat modeling for system design and conduct security technical assessments of the adopted architecture.</li> <li>• System Development: Provide self-developed secure development components for R&amp;D personnel during the development process and require coding in accordance with Tencent Cloud's secure coding standards.</li> <li>• Security Verification: Detect vulnerabilities through code security reviews, asset security scanning, web scanning, manual security assessments, penetration testing, and code audits.</li> <li>• Release: Only after all high-risk issues have been fixed can the system be released to the production environment, preventing products with security vulnerabilities from running in the production environment.</li> </ul> |
|     |        | (c) An arrangement of segregating concerned parties in the system development process, with respect to their roles, duties, and responsibilities, for example, segregating developers from administrators;                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|     |        | (d) An arrangement of segregating the environment of the application system used for development and testing from that of the production system;                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|     |        | (e) An arrangement of running system tests prior to actual production, in conformity with the security process specified in relevant technical specification documents, and maintaining security and Confidentiality of important data used in such tests; | In addition, Tencent Cloud has formulated internal access control authorization policies and a segregation of duties matrix mechanism to ensure the separation of responsibilities among personnel involved in software development, testing, and release. Tencent Cloud ensures that the development/testing environment and the production environment are isolated from each other, and prohibits the use of unsensitized production data in the development/testing environment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|     |        | (f) An arrangement of running a performance test on systems related to providing services or conducting electronic transactions;                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|     |        | (g) An arrangement of providing all system users and                                                                                                                                                                                                       | <b>For the use of third-party products</b> , Tencent Cloud has formulated supply chain security management requirements, specifying that security admission reviews shall be conducted                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| No. | Domain                 | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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|     |                        | administrators with manuals and training.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | when introducing external components, and security hardening and defense measures shall be implemented before deployment to ensure that products pass the pre-deployment security check. After a product is deployed, continuous security operation and maintenance as well as security checks will be carried out to address security issues in a timely manner. Tencent Cloud will identify security risks through the evaluation of the product's security operation status, urge suppliers to make improvements, and review the subsequent cooperation strategy with the suppliers. In addition, Tencent Cloud has established open-source component security management specifications to ensure that the open-source components introduced by the R&D team are from reliable sources, pass security reviews, and are used in a safe and legal manner.                                                                                                                                                                                                                                                                                                                                                                       |
| 23  | Third party Management | In the case that a Company engages third-party management service providers or has business partners, whose systems are connected to its Information Technology system, or accessible to its important information or that of its customers, the Company must arrange to define procedures and criteria for the assessment and selection of such third-party management service providers, as well as their engagement under service agreements, requirements for their compliance with the Company's security policy, terms of their service level agreements (SLA), and periodic inspection and monitoring of their services. | <p>If customers engage third-party service providers or business partners for cooperation, they shall define clear criteria for evaluating and selecting such third parties, enter into service agreements with them, and conduct regular inspections and monitoring of their services.</p> <p>Tencent Cloud makes available online legal documents such as the <a href="#">Terms of Service</a>, <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a> on its official international website. These documents clearly define the scope and service levels of the services provided by Tencent Cloud, the protection of user data and intellectual property rights, the security responsibilities and obligations of both customers and Tencent Cloud, as well as the service term and scenarios for agreement termination. Customers may opt to sign customized agreements with Tencent Cloud to negotiate and modify specific terms and details of the agreements.</p> <p>The cloud services provided by Tencent Cloud to customers are delivered in accordance with the Service Level Agreement (SLA) agreed for each service. The performance indicators, measurement</p> |

| No. | Domain                             | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|     |                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <p>standards, and reporting requirements for each service are clearly specified in the SLA of the respective product and published on Tencent Cloud's official website. Tencent Cloud continuously tracks the performance and availability of cloud services and provides customers with real-time monitoring through the management console.</p> <p>For more detailed information on third-party risk management, please refer to Chapter 5.7 "<a href="#">5.7 Information Technology Risk Supervision Rules - Appendix: Implementation Guidelines for Third-Party Risk Management</a>" of this Guide.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 24  | IT Incident and Problem Management | <p>A Company must ensure suitable and timely management of Information Technology incidents and problems, by establishing procedures, processes, or plans for coping with Information Technology incidents and problems arising from the application of Information Technology, which include recording, analyzing and reporting such Information Technology incidents and problems, as well as resolutions of such to its Board of Directors or delegated subcommittee within a reasonable period of time. The Company must arrange a root cause analysis of such problems to identify courses of resolving problems from such root causes and preventing any future reoccurrence thereof.</p> | <p>Customers shall establish an IT incident management procedure to record, analyze, and report incidents, conduct regular root cause analysis on incidents, and prevent the recurrence of such issues.</p> <p>To support customers in incident detection and rapid response, Tencent Cloud provides <a href="#">Cloud Security Center (CSC)</a>, a one-stop security management platform. With its modules including Asset Center, Risk Center, Alert Center, and Advanced Security Management, CSC helps customers establish a closed-loop security operation system covering pre-incident threat detection, in-incident response and handling, and post-incident forensics and analysis, thereby improving the efficiency of security operations.</p> <p><b>For incident detection and response</b>, Tencent Cloud has established a detailed incident management process and uses an internal security operation system to record security incidents. For identified security incidents, Tencent Cloud classifies them based on factors such as incident nature, data sensitivity, and impact scope, and promptly notifies the relevant responsible personnel to follow up on handling. Leveraging its 24/7 security operation system, Tencent Cloud's security team focuses on core scenarios including vulnerability monitoring, intrusion forensics, and</p> |

| No. | Domain                               | Summary of Controls                                                                                                                                                                                                                                                                                                     | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|     |                                      |                                                                                                                                                                                                                                                                                                                         | <p>attack mitigation. It responds to security alerts in real time, swiftly completes attack forensics, and formulates emergency response plans to effectively contain the spread of security incidents.</p> <p><b>Regarding incident notification</b>, for security incidents that may affect customers, Tencent Cloud will, after internal review and based on the scope and severity of the information security incident, notify customers of the incident handling and analysis results through appropriate means, and provide corresponding technical support to assist customers in taking remedial measures to minimize losses.</p> <p><b>In terms of incident summary and continuous improvement</b>, Tencent Cloud has established a periodic incident analysis mechanism. It conducts regular multi-dimensional analysis of incidents (including incident type, frequency, impact scope, and severity), and adopts preventive measures based on incident reviews and root cause analysis to prevent recurrence of similar incidents. For major security incidents, Tencent Cloud will set up a dedicated task force to prepare a special analysis report and submit it to the management.</p> <p>For more information on incident management, please refer to section "<b>11. IT Incident Management</b>" in Chapter 11.3 "<a href="#">11.3 - Annex 3 IT Security</a>" of this Guide.</p> |
| 25  | Business Continuity Management (BCM) | <p>A Company must conduct Information Technology continuity planning, which include the following arrangements at a minimum:</p> <p>(1) An arrangement of data backup processes that cover important Information Technology systems, such as, the application system, the operating system, the database, etc., and</p> | <p>Customers shall establish an IT continuity management mechanism and implement data backup procedures, conduct regular tests on backup data to ensure its availability. Customers shall also formulate and maintain information system disaster recovery plans, and perform regular drills and tests on such plans.</p> <p><b>In terms of data Backup</b>, Various cloud products and services provided by Tencent Cloud, including computing services, network services, storage services, database services, container and middleware services, not only provide customers</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |



| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|     |        | <p>accommodates data recovery suitable for its business.</p> <p>(2) An arrangement of secured off-site storage of backup data, with the Company's monitoring of important data backup processes, testing of backup data recovery, and ensuring continuous availability of such backup data;</p> <p>(3) An arrangement of maintaining a written information system disaster recovery plan, which has been approved and disseminated to the Company's personnel, and ensuring a review of the plan regularly or upon any material amendment or revision;</p> <p>(4) An arrangement of testing an information system disaster recovery plan annually at a minimum and reporting the test results to the Company's Executive.</p> | <p>with highly available system architectures, but also support customers in configuring their own system and data backup strategies to meet diverse backup needs.</p> <p>For more information on backup management, please refer to the section "<b>8.6 Data Backup</b>" in Chapter 11.3 "<a href="#">11.3 - Annex 3 IT Security</a>" of this guide.</p> <p>To ensure that customers can rapidly respond to and recover critical functions in the event of a disaster, various cloud products and services provided by Tencent Cloud—including computing services, network services, storage services, database services, container and middleware services, and security services—are designed with high availability and come with corresponding disaster recovery plans. Examples are as follows:</p> <ul style="list-style-type: none"> <li>• <a href="#">Cloud Load Balancer (CLB)</a> provides secure and efficient Layer 4 and Layer 7 traffic distribution services. It expands the external service capabilities of application systems through traffic distribution, eliminates single points of failure, and adopts cluster deployment with timely removal of faulty instances to achieve high availability.</li> <li>• <a href="#">Cloud Virtual Machine (CVM)</a> features high service availability and data reliability. The Cloud Block Storage mounted on CVM adopts a triple-replica storage strategy, ensuring rapid migration and recovery of data in the event of a failure of any replica.</li> <li>• <a href="#">Cloud Object Storage (COS)</a> provides redundant data storage across multiple architectures and devices, offers remote disaster recovery and resource isolation capabilities for customer data, and ensures data durability.</li> <li>• <a href="#">TencentDB for MySQL</a> supports high data reliability and service availability, with a comprehensive automatic data backup and</li> </ul> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|     |        |                     | <p>lossless restoration mechanism in place.</p> <ul style="list-style-type: none"> <li> <b><u>Tencent Kubernetes Engine (TKE)</u></b> adopts a distributed service architecture to ensure automatic fault recovery and rapid migration of services; combined with distributed storage for stateful service backends, it achieves secure and highly available services and data. </li> </ul> <p>Tencent Cloud's regions are fully isolated from each other, ensuring maximum stability and fault tolerance across different regions. To guarantee high data availability, each region is further divided into multiple mutually isolated Availability Zones (AZs). Tencent Cloud's multi-AZ design can effectively reduce the impact of single points of failure and ensure that failures between AZs are isolated from each other, thereby providing guarantees for customers' business continuity.</p> <p>To ensure the continuous availability of customers' businesses, Tencent Cloud has designed and implemented a business continuity management framework suitable for its own cloud computing environment, and has obtained the international standard certification of ISO/IEC 22301 Business Continuity Management System. Tencent Cloud conducts business impact analyses on cloud products and services, defines recovery time objectives (RTO) and recovery point objectives (RPO) for each business, formulates different response strategies and business continuity plans based on the results of business impact analyses, and develops detailed disaster recovery plans for cloud products. Tencent Cloud regularly conducts business continuity drills and tests on cloud products in accordance with business continuity plans to ensure the feasibility of such plans and pre-planned responses.</p> |

## 14.2 Information Technology (IT) Risk Management

| No. | Domain                                                  | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 27  | Guideline on the Information Technology Risk management | <p>A Company must establish a guideline on Information Technology Risk management which specifies the following context, scope, and criteria for risk management, at a minimum:</p> <p>(1) Consideration of the likelihood of Information Technology Risks by specifying the context and the scope of assessment of risks;</p> <p>(2) Criteria for risk management with the details of criteria for risk assessment, which defines the severity of impact and the likelihood of the occurrence of Information Technology incidents;</p> <p>(3) Information Technology risk appetite;</p> <p>(4) Procedure for risk assessment to be applied for risk identification, analysis, and assessment;</p> <p>(5) Procedure for risk management to be applied for considering options and measures in managing risks and establishing a risk management plan.</p> | <p>Customers shall formulate a risk management framework that shall include the background and scope of risk assessment, the formulation of risk management standards, the definition of IT risk appetite, the clarification of risk assessment procedures, as well as risk management mechanisms.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated an internal Information Security Risk Management Procedure, which clearly defines work content including risk identification, risk analysis, development of risk treatment plans, and risk tracking and monitoring. Tencent Cloud conducts risk assessments regularly, identifying risks based on risk scenarios, business products, or service processes. For the identified risks, Tencent Cloud classifies risk levels by assessing the likelihood and impact of each risk, and takes corresponding follow-up actions, with all process activities properly documented. Tencent Cloud also continuously tracks the progress of risk treatment, assesses residual risks, and ensures that relevant responsible persons have appropriately managed risks in accordance with Tencent Cloud's risk management requirements. In addition, Tencent Cloud continuously maintains and revises risk assessment methods and risk registers based on industry trends in the cloud sector and internal management practices.</p> |
| 28  | Information Technology Risk Assessment                  | <p>A Company must carry out a process of risk assessment with respect to Information Technology in line with the following criteria and procedures:</p> <p>(1) Identification of Information Technology Risks, including major Cyber Threats and</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Customers shall regularly identify threats and vulnerabilities applicable to their IT environments, analyze and assess the risks posed by these threats and vulnerabilities, prioritize the risks, formulate risk mitigation measures, evaluate residual risks, and monitor the effectiveness of risk control measures.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated an internal Information Security Risk Management</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| No. | Domain                                 | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|     |                                        | <p>vulnerabilities, the incidence of which may result from operation process, application system, personnel, or external factors, as well as definition of its current control mechanism and responsible persons or risk owners;</p> <p>(2) Analysis of Information Technology Risks by assessing the severity of impact and the likelihood of the occurrence of Information Technology incidents for the purpose of risk prioritization;</p> <p>(3) Evaluation of risks by considering the severity and Information Technology risk appetite for the purpose of risk prioritization and identification of appropriate responsive measures.</p> | <p>Procedure, which clearly defines and provides guidelines for the entire risk management process, including risk identification, risk analysis, development of risk treatment plans, and risk tracking and monitoring.</p> <ul style="list-style-type: none"> <li>• <b>Risk Identification:</b> Tencent Cloud conducts risk assessments regularly. It identifies risk scenarios applicable to Tencent Cloud from sources such as industry security incident reports, Tencent Cloud's practical experience, and risk databases of professional institutions. Risks are identified based on risk scenarios and the results of process analysis of business products or services.</li> <li>• <b>Risk Assessment:</b> Tencent Cloud assesses asset value, the likelihood of risks in risk scenarios, and the severity of risk impacts, and calculates the risk levels accordingly.</li> <li>• <b>Risk Treatment:</b> Based on the results of risk analysis, Tencent Cloud adopts response strategies and corresponding mitigation measures for identified risks. For high-risk items, the risk owner shall develop a risk treatment plan (including risk transfer or risk reduction measures) and update the risk management register. For medium-risk items, the risk owner shall determine whether a risk treatment plan is required based on the actual environment. Low-risk items are deemed acceptable risks. Tencent Cloud conducts regular reviews of residual risks to monitor their status and risk values.</li> <li>• <b>Risk Monitoring, Review, and Reporting:</b> Tencent Cloud compiles the results of risk assessments, issues risk assessment reports, and submits them to the management. It also maintains a risk management register to monitor changes in risk conditions and the status of risk treatment plans, and adjusts risk management plans in real time.</li> </ul> |
| 29  | Risk Treatment                         | A Company must ensure a course of risk treatment to arrange appropriate control and prevention in conformity with the results of Information Technology Risk assessment, for the purpose of keeping any residual risk in line with its risk appetite, by taking into consideration the balance of risk prevention costs and expected benefits, and defining Information Technology key risk indicators for the purpose of risk monitoring and review.                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 30  | Information Technology Risk Monitoring | A Company must ensure an efficient Information Technology Risk monitoring and review procedure for the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | In addition, Tencent Cloud defines Key Risk                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| No. | Domain     | Summary of Controls                                           | Tencent Cloud's Response                                                                                                                                                                   |
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|     | and Review | purpose of keeping such risks in line with its risk appetite. | Indicators (KRIs), measures them regularly, compares them against acceptable risk criteria, analyzes the root causes of identified issues, and proposes improvement suggestions and plans. |

### 14.3 Information Technology (IT) Compliance

| No. | Domain        | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| 32  | IT Compliance | A Company must oversee its compliance with the relevant laws and criteria on Information Technology (IT compliance), such as, the law on electronic transactions, the law on computer-related offenses, the law on Cybersecurity, the law on personal data protection, including the law on anti-money laundering, and other laws of a similar nature, for the purpose of preventing any violation of or non-compliance with the laws and criteria set forth by relevant regulatory authorities. | <p>Customers shall oversee their compliance with applicable laws, regulations, and regulatory requirements in respect of information technology.</p> <p><b>In terms of compliance,</b> Tencent Cloud strictly adheres to the laws and regulations of the jurisdictions where it operates, and has established security and compliance-related procedures to ensure that information security operations meet the requirements of relevant laws, regulations, standards, and processes. Tencent Cloud's legal team continuously identifies and collects compliance requirements related to Tencent Cloud's business, compiles a corresponding list of laws and regulations, and maintains and updates it regularly.</p> <p><b>In terms of auditing and reviews,</b> Tencent Cloud's security team conducts internal security audits at least annually, and continuously monitors the cloud platform and internal systems to ensure they maintain a sound security posture and comply with the provisions and requirements of relevant laws, regulations, and security management standards. Tencent Cloud undergoes professional audits by independent third parties on an annual basis, and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports. The Cloud Platform Security Center regularly assesses and verifies compliance with security policies and processes, covering areas such as sensitive</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                        |
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|     |        |                     | information leakage prevention, security vulnerability remediation, and security configuration. |

## 14.4 Information Technology (IT) Audit

| No. | Domain                                                         | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| 33  | Information Technology Audit Roles, Duties and the Action Plan | <p>A Company must ensure a description of the roles, duties and the action plan in relation to the Information Technology audit, which include the following arrangements at a minimum:</p> <p>(1) An arrangement of retaining an Information Technology auditor with the knowledge, experience, and expertise in Information Technology audit, who may be either an internal or independent auditor;</p> <p>(2) An arrangement of establishing an action plan and scope of the Information Technology audit that cover its Information Technology Risks, and has been approved by the Company's audit committee and is subject to a review at least once a year or upon any material change.</p> | <p>Customers shall establish an information technology (IT) audit mechanism, conduct regular IT risk audits, and track and follow up on the implementation of corrective actions for audit findings.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud will provide dedicated personnel assistance based on actual circumstances, and actively respond to and support the audit and supervision rights and interests of customers and Thailand's financial regulatory authorities with respect to Tencent Cloud.</p> <p>Tencent Cloud's security team continuously monitors and assesses internal security risks to ensure the effectiveness and reliability of the information security management system. The security team performs internal security audits at least once a year and continuously monitors the cloud platform and internal systems to maintain a sound security posture and compliance with relevant laws, regulations, and security management standards. In addition, Tencent Cloud undergoes professional audits by independent third parties on an annual basis, and discloses its up-to-date internal control status of service organizations to cloud user institutions, independent auditors, regulatory authorities, corporate shareholders and other relevant stakeholders by providing attestation-based System and Organization Controls (SOC) reports. Specifically for the Thailand region, Tencent Cloud has successfully passed the IT compliance audit for the Thai financial industry conducted by an independent third party.</p> |
| 34  | Information Technology Audit Operations                        | <p>A Company must arrange for Information Technology audit operations, which include the following arrangements at a minimum:</p> <p>(1) An arrangement of appropriate Information</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| No. | Domain                       | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                |
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| 35  | Audit<br>Result<br>Follow up | Technology audits in conformity with its specified action plan and scope, and upon occurrence of any material Information Technology incident;                                                                                                                                                                                                                                                                                                                                                                                                                                      | For non-conformities identified in audits, Tencent Cloud will promptly analyze the actual or potential causes leading to such non-conformities, assess the need and priority for corrective and preventive actions, and implement these actions upon obtaining relevant approvals. The effectiveness of the implemented corrective actions will be continuously tracked and documented. |
|     |                              | (2) An arrangement of engaging an independent expert to conduct a required audit in the case that its technology system is complex or involves a new technology, rendering the Company's internal assessment or audit unfeasible.                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                         |
|     |                              | The Company must ensure a reporting and monitoring of the audit results, which include the following arrangements at a minimum:<br><br>(1) An arrangement of reporting the Information Technology audit results to the audit committee, and safekeeping such audit results report at the Company's premises in anticipation of the Office of Insurance Commission's inspection or request;<br><br>(2) An arrangement of monitoring issues identified during the Information Technology audit and reporting any critical issues to the Company's audit committee and relevant units. |                                                                                                                                                                                                                                                                                                                                                                                         |

## 14.5 Governance and management of Cybersecurity

| No. | Domain                                          | Summary of Controls                                                                                                                                                                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 36  | Guideline on the Governance of Cyber Resilience | A Company must maintain a guideline on the governance of Cyber resilience, entailing an operational framework and courses of actions for the overall organizational governance and management of Cyber Threat risks, in conformity with the law on Cybersecurity and the size and complexity of its business operations. | <p>Customers shall formulate a cybersecurity resilience governance guideline commensurate with the scale and complexity of their business operations, and establish an operational framework and action plan covering the risk management of cybersecurity threats.</p> <p>To assist customers in complying with regulatory requirements, in terms of cybersecurity strategy, Tencent Cloud has launched the "Digital Security Immunity" model framework to address more complex cyber threats and security risks in the digital era. This framework proposes an immune-based approach to synergize security development with business growth in the new period, focusing on enterprises' data and business to build a resilient, adaptive, and scalable security immunity system that safeguards high-quality development for enterprises in the digital age.</p> <p>With the goal of "enhancing enterprises' digital security immunity and enabling resilient development in the digital era", Tencent Cloud is committed to improving its cloud security system, building security and compliance capabilities, and formulating cloud security standards. Based on this comprehensively designed model framework, Tencent Cloud achieves full-spectrum protection through diversified products and security features, with corresponding security functions integrated into products at all levels.</p> <p>In addition, Tencent Cloud conducts regular reviews of its security policies/strategies and updates them as needed considering business developments and technological advancements.</p> |
| 37  | Governance of Cybersecurity                     | <p>A Company must maintain a governance of Cybersecurity and identification of risks, which include the following arrangements at a minimum:</p> <p>(1) Cybersecurity governance;</p> <p>(2) Maintaining a register and</p>                                                                                              | <p>Customers shall establish a cybersecurity governance mechanism, clarify the cybersecurity governance framework, maintain an inventory of IT assets, define a cybersecurity risk assessment mechanism, formulate risk management measures and plans based on assessment results, and manage supply chain risks.</p> <p><b>In terms of IT security management</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |



| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|     |        | <p>management of Information Technology Assets;</p> <p>(3) Defining the scope and procedure for the assessment of Cyber risks in conformity with Information Technology Risk management or Information security;</p> <p>(4) Establishing a risk management plan, risk management measures, or guideline on the management of Cybersecurity, in conformity with the results of the assessment of Cyber risks;</p> <p>(5) Ensuring management of supply chain risk, guidelines for managing external service providers, formulating hiring contracts, assessment of appropriateness, monitoring and assessment of performance, and review of performance.</p> | <p><b>organizational structure</b>, Tencent Cloud has established organizational frameworks related to cloud security and information security, clarified security function roles and corresponding responsibilities at different levels, and defined working mechanisms such as information security auditing and information security risk assessment. Tencent Cloud has set up a Security Technology Committee and specialized security teams across various functions and domains, and assembled a team of senior industry experts, committed to providing customers with secure, reliable, professional and compliant products and services. Tencent Cloud has also defined the composition of information security liaisons; these regional information security liaisons maintain smooth communication with local regulatory authorities and customers in accordance with compliance and business requirements to ensure that Tencent Cloud adheres to legislation, regulatory provisions and contractual agreements.</p> <p><b>In terms of asset management</b>, Tencent Cloud has formulated information asset management specifications and a full-lifecycle management process, implementing classified and graded management and protection for assets such as electronic data, hardware and its virtual devices, infrastructure, application systems, and software. Tencent Cloud leverages an asset management system to manage hardware devices and software components, covering asset registration and binding, asset inventory and information updates, asset decommissioning and replacement, etc. This ensures the stable operation of the underlying cloud platform systems and provides reliable support for business systems. For more information on asset management, please refer to the section "<b>16. IT Asset Management</b>" in "<a href="#">Chapter 14.1 IT Security</a>" of this guide.</p> <p><b>In terms of cybersecurity risk assessment</b>, Tencent Cloud has formulated an internal Information Security Risk Management Procedure,</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|     |        |                     | <p>which clearly defines work content including risk identification, risk analysis, development of risk treatment plans, and risk tracking and monitoring. Tencent Cloud conducts risk assessments regularly, identifying risks based on risk scenarios, business products, or service processes. For the identified risks, Tencent Cloud classifies risk levels by assessing the likelihood and impact of each risk, and takes corresponding follow-up actions, with all process activities properly documented. Tencent Cloud also continuously tracks the progress of risk treatment, assesses residual risks, and ensures that relevant responsible persons have appropriately managed risks in accordance with Tencent Cloud's risk management requirements. In addition, Tencent Cloud continuously maintains and revises risk assessment methods and risk registers based on industry trends in the cloud sector and internal management practices.</p> <p><b>In terms of supply chain management,</b> Tencent Cloud will cooperate with customers' third-party security audits and oversight in accordance with actual circumstances and the agreements and arrangements made with customers. Dedicated personnel will be assigned to provide assistance, and we will actively respond to and coordinate with audit activities initiated by customers.</p> <p>Tencent Cloud makes available online legal documents such as the <a href="#">Terms of Service</a>, <a href="#">Service Level Agreement (SLA)</a>, and <a href="#">Data Processing and Security Agreement</a> on its official international website. These documents clearly define the scope and service levels of the services provided by Tencent Cloud, the protection of user data and intellectual property rights, the security responsibilities and obligations of both customers and Tencent Cloud, as well as the service term and scenarios for agreement termination. Customers may opt to sign customized agreements with Tencent Cloud to negotiate and modify specific terms and details of the agreements.</p> |

| No. | Domain          | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 38  | Risk Protection | <p>A Company must maintain a governance of Cybersecurity and identification of risks, which include the following arrangements at a minimum:</p> <ol style="list-style-type: none"> <li>(1) Cybersecurity governance;</li> <li>(2) Maintaining a register and management of Information Technology Assets;</li> <li>(3) Defining the scope and procedure for the assessment of Cyber risks in conformity with Information Technology Risk management or Information security;</li> <li>(4) Establishing a risk management plan, risk management measures, or guideline on the management of Cybersecurity, in conformity with the results of the assessment of Cyber risks;</li> <li>(5) Ensuring management of supply chain risk, guidelines for managing external service providers, formulating hiring contracts, assessment of appropriateness, monitoring and assessment of performance, and review of performance.</li> </ol> | <p>Customers shall formulate risk prevention measures, establish mechanisms for system configuration management, application access management, data security management, system development security management, and patch management for critical information infrastructure, maintain cybersecurity operational procedures, and strengthen the collection and analysis of cybersecurity threat data.</p> <p><b>In terms of system configuration management for critical information infrastructure,</b> Tencent Cloud has established a set of network security configuration standards and security baseline standards, which are designed to standardize the management of security configurations for network devices, firewalls, host server operating systems, databases, and application systems. Tencent Cloud continuously detects deviations between the configurations of operating systems, database management systems, and virtual images against the standards by using scanning tools. For identified deviations, Tencent Cloud automatically generates security work orders and sends them to the responsible teams for timely rectification. For more information on configuration management, please refer to the provisions of “<b>8.1 System Configuration Management</b>” in “<a href="#">Chapter 11.3 Annex 3: IT Security</a>” of this Guide.</p> <p><b>In terms of access management,</b> Tencent Cloud has formulated authorization policies for access control and a separation-of-duties matrix mechanism. Tencent Cloud uses a zero-trust security management system to authenticate employee access, requiring users to complete two-factor authentication through the system before accessing internal resources. Tencent Cloud strictly adheres to the principle of least privilege, granting permissions to employees only based on job responsibilities and business necessities. Regular permission reviews are conducted to prevent permission misuse and abuse. Bastion Host has been fully deployed in Tencent Cloud's production</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|     |        |                     | <p>environment, enabling centralized control over the administrator account permissions of back-end system components. Internal operation and maintenance (O&amp;M) personnel must obtain authorization approval to access the Bastion Host. Internal operation and maintenance personnel are required to obtain authorization approval to access the Bastion Host, and those who have obtained authorization must complete secondary identity verification for login. For more information on access control, please refer to the section "<b>3.1, 3.2 Access Control</b>" in <a href="#">Chapter 5.3 "5.3 IT Risk Regulatory Rules - Annex 2 IT Security Management"</a> of this guide.</p> <p><b>In terms of license management</b>, Tencent Cloud employees are only permitted to download software authorized by the company, and only permits the installation of tested software; moreover, the installation, operation, or update of software may only be carried out after being authorized and approved. For procured software, Tencent Cloud clarifies details including the intellectual property ownership, authorized usage methods, and authorized usage period of the procured software through contracts and agreements, and distributes and installs software based on the number of purchased software licenses. Relevant departments maintain a list of authorized software for installation to ensure that all installed software is properly documented.</p> <p><b>In terms of data security</b>, a variety of Tencent Cloud's storage and database products support data encryption functions, employing secure and high-strength encryption algorithms. They integrate the <a href="#">Key Management Service (KMS)</a> to achieve full-lifecycle key management, ensuring data confidentiality. All communications between customers and the Tencent Cloud console are encrypted and protected by the HTTPS security protocol. The cloud API interfaces provided by Tencent Cloud's products also feature security capabilities such as HTTPS encryption, signature</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|     |        |                     | <p>verification, and status monitoring, delivering port-level communication security guarantees for customers' businesses. For more information on encryption technology management, please refer to the section "<b>6. Cryptographic Controls</b>" in <a href="#">Chapter 11.3 "Annex 3: IT Security"</a> of this guide.</p> <p><b>In terms of the system development life cycle (SDLC),</b> Tencent Cloud strives to integrate the ISO/IEC 20000 IT service management standard, ISO/IEC 27001 information security management system, and ISO/IEC 9001 quality management system standard into the entire product security development lifecycle (SDLC). It focuses on different stages including requirements analysis, design, research and development, testing, delivery, and operation and maintenance, incorporating information security and privacy protection concepts into every phase of product development to ensure that cloud products are subject to adequate security controls throughout their lifecycle. For more information, please refer to the section "<b>22. System Acquisition and Development</b>" in "<a href="#">Chapter 14.1 IT Security</a>" of this guide.</p> <p><b>In terms of Patch Management,</b> Tencent Cloud identifies the latest patches and conducts thorough security testing on them prior to installation to ensure the security of patch deployment. Tencent Cloud regularly notifies internal business teams to perform patch upgrades and installations, uses endpoint detection tools to periodically scan patch installation status, and automatically generates alert work orders for devices with overdue patches pending installation.</p> <p>For more information on patch management, please refer to the section "<b>8.11 Vulnerability and Patch Management</b>" in <a href="#">Chapter 11.3 "Annex 3: IT Security"</a> of this guide.</p> <p><b>In terms of the management of cybersecurity operational procedures,</b> Tencent Cloud has formulated operation and maintenance (O&amp;M)</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|     |        |                     | <p>management specifications to provide operational guidelines and requirements for the daily O&amp;M activities of O&amp;M personnel. Tencent Cloud adopts a mature tool-based and automated O&amp;M management platform to manage O&amp;M operations and strictly controls the change time window through internal O&amp;M management mechanisms to ensure that all O&amp;M requests are completed within the specified time. Tencent Cloud has also established detailed O&amp;M security "red lines" and conducts regular internal O&amp;M security reviews. To ensure that operations in the production environment are controllable and traceable, all background O&amp;M operation records are documented in detail and centrally stored on a log platform, and the internal audit team of Tencent Cloud conducts regular investigation and traceability of suspicious operations during the O&amp;M process.</p> <p><b>In terms of the collection and analysis of cybersecurity threat data,</b> Tencent provides the <a href="#">Threat Intelligence X (TIX)</a> platform. As a one-stop threat intelligence service platform, TIX offers three core intelligence capabilities: basic intelligence, attack surface intelligence, and business intelligence. It supports functions such as intelligence query, IOC (Indicator of Compromise) analysis, and attack surface management, enabling customers to more efficiently analyze and assess security incidents and comprehensively evaluate the risk of enterprise asset exposure. This helps enterprises build an effective three-dimensional security defense system. TIX has established a comprehensive intelligence collection network, gathering and analyzing threat intelligence from diverse sources including vulnerability communities, security organizations, security tool vendors, social media, and security blogs. It leverages cloud-based algorithms to eliminate false positives, ensuring the accuracy of the intelligence. Empowered by TIX, Tencent Cloud is committed to building a proactive defense security system</p> |

| No. | Domain                                                 | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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|     |                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>encompassing "intelligence - offense and defense - management - planning." By integrating threat intelligence, artificial intelligence, big data, and other technologies, Tencent Cloud enhances the responsiveness and efficiency of security incident handling. It also operates a 24/7 Security Operations Center (SOC) focused on threat detection, investigation, and response, achieving visible, understandable, and controllable cybersecurity situational awareness.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 39  | Inspection, Detection, and Monitoring of Cyber Threats | <p>A Company must ensure the inspection, detection, and monitoring of Cyber Threats, which include the following arrangements at a minimum:</p> <p>(1) Providing channels for the reporting of any vulnerabilities, weaknesses, incidents, or situations relating to Cybersecurity, and defining the scope of duties and responsibilities of the relevant units, whether internal or external;</p> <p>(2) Defining a course of action in searching, testing, and managing Information Technology vulnerabilities for the purpose of detecting, analyzing, monitoring, and alerting the responsible units of any Information Technology incidents or Cyber Threats, and establishing a guideline on communication and initial rectification in a timely manner.</p> | <p>Customers shall monitor and detect threats or unauthorized access attempts targeting IT systems, conduct regular vulnerability assessments and remediation, and in particular, perform penetration testing on high-risk systems to verify the effectiveness of security technologies.</p> <p><b>In terms of threat detection</b>, to support customers in threat detection and analysis, Tencent provides the <a href="#">Threat Intelligence X (TIX)</a> platform. As a one-stop threat intelligence service platform, TIX offers three core intelligence capabilities: basic intelligence, attack surface intelligence, and business intelligence. It supports functions such as intelligence query, IOC (Indicator of Compromise) analysis, and attack surface management, enabling customers to more efficiently analyze and assess security incidents and comprehensively evaluate the risk of enterprise asset exposure. This helps enterprises build an effective three-dimensional security defense system.</p> <p><b>In terms of conducting vulnerability scanning activities</b>, Tencent Cloud provides <a href="#">Penetration Testing Service (PTS)</a> for customers. By fully simulating the attack techniques and vulnerability discovery methods that hackers may employ, PTS conducts in-depth detection of target system security through controlled and non-destructive methods. It identifies vulnerabilities in target systems and network devices, provides security hardening recommendations to help customers enhance system security, and supports verification after vulnerability remediation. For vulnerability</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|     |        |                     | <p>scanning, customers can opt for <a href="#">Vulnerability Scanning Service (VSS)</a> to detect enterprise network assets and identify associated risks. Leveraging Tencent's years of accumulated security experience and threat intelligence, VSS has established a comprehensive and robust vulnerability rule base, and is equipped with professional and efficient detection capabilities for 0Day/1Day/NDay vulnerabilities. It can perform regular security scanning, continuous risk alerts, and vulnerability detection on the availability, security, and compliance of customer assets, provide customers with professional remediation recommendations, and mitigate security risks.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud regularly generates scanning tasks through its vulnerability scanning system to conduct vulnerability scans on assets in the cloud environment, and performs analysis, classification, and remediation of detected vulnerabilities. Tencent Cloud's security team conducts regular full-link large-scale penetration testing, and flexibly carries out targeted penetration testing prior to new product launches or in the event of major system changes. Penetration testing results are notified to relevant responsible departments via security work orders, which are required to promptly patch vulnerabilities or implement other compensatory control measures, ensuring that exploitable vulnerabilities identified in penetration testing are properly addressed.</p> <p>In addition, Tencent Cloud has also established an external vulnerability feedback platform and launched a Vulnerability Reward Program, inviting industry security experts to help identify system security vulnerabilities and risks from a hacker's perspective. This enables timely remediation of security issues and safeguards the ecological security of Tencent Cloud.</p> <p>For more information on threat detection and monitoring management, please refer to the section <b>"3.2 Monitoring and Detection of Anomalies and</b></p> |



| No. | Domain                         | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|     |                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p><b>Vulnerabilities in IT Systems"</b> in <a href="#">Chapter 10.2.3 "10.2.3 System Availability"</a> of this guide.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 40  | Threat Handling and Responding | <p>A Company must maintain measures for handling and responding to a detected Cyber Threat, which include the following arrangements at a minimum:</p> <p>(1) Establishing a guideline on managing and handling unusual incidents or Cyber Threats, so that the Company will be able to respond and handle risks in a timely manner;</p> <p>(2) Creating, drilling or testing a Cybersecurity incident response plan (CSIRP), emergency plan, investigation and analysis of causes/solutions, and ensuring that a report thereof is made to its Board of Directors or delegated committee;</p> <p>(3) Establishing a guideline on communications for the purpose of resolving Cyber Threat incidents or situations.</p> | <p>Customers shall formulate handling and response measures for detected cybersecurity threats, establish guidelines for managing and addressing anomalous incidents or threats, conduct regular testing and drills of cybersecurity incident response plans or contingency plans, and develop communication plans to ensure that designated contacts can be reached promptly when incidents occur.</p> <p>To assist customers in complying with regulatory requirements, <b>in terms of cybersecurity incident or threat handling and response</b>, Tencent Cloud has formulated internal information security incident management specifications, and established information security reporting, response and handling mechanisms as well as related processes. Tencent Cloud uses an internal security operations system to document security incidents. For identified and detected security incidents, Tencent Cloud will analyze and classify the incidents based on factors such as incident nature, data sensitivity and impact scope, and promptly notify the corresponding responsible persons to follow up on the handling of the incidents. Meanwhile, Tencent Cloud is committed to building a proactive defense security system encompassing "intelligence - offense and defense - management - planning." By integrating threat intelligence, artificial intelligence, big data, and other technologies, Tencent Cloud enhances the responsiveness and efficiency of security incident handling. Tencent Cloud team's response efforts focus on vulnerability identification, intrusion investigation, attack defense, and other related tasks. It provides professional 24/7 security operations services, enabling rapid intervention and handling of security alerts, completion of</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|     |        |                     | <p>preliminary analysis, and formulation of containment plans to prevent the occurrence of attacks or security incidents. During the process of incident acceptance, investigation and assessment, handling, and follow-up, the relevant business departments shall be responsible for maintaining records of the accepted incidents and ensuring the completeness and confidentiality of such records.</p> <p><b>To assist customers in effectively fulfilling their communication and notification obligations,</b> Tencent Cloud has formulated an information security incident communication and early warning management procedure, and established clear warning and notification mechanisms for significant security incidents and major business disruption scenarios, and promptly inform and alert affected internal personnel, customers, and other relevant parties. These measures ensure that all parties can conduct communication and coordination in an orderly, timely, and efficient manner. For security incidents that may affect customers, Tencent Cloud will, subject to internal review and based on the scope and severity of the information security incident, notify customers of the incident handling and analysis results through appropriate channels, and provide corresponding technical support to assist customers in taking remedial measures to minimize losses.</p> <p><b>In terms of cybersecurity contingency planning,</b> Tencent Cloud has established a cybersecurity contingency plan covering multiple cybersecurity emergency scenarios such as network attacks, malicious programs, data security incidents, equipment and facility failures, and catastrophic events. Built on a sound contingency plan system and supported by a dedicated emergency response team, the plan prioritizes the standardization of emergency response processes, further enhances capabilities in monitoring and early warning, and notification and disposal, and prevents and mitigates the adverse impacts of cybersecurity incidents on Tencent Cloud. In addition, relevant</p> |

| No. | Domain               | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|     |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | internal business departments of Tencent Cloud conduct regular training and drills on security incident contingency plans. They also provide technical training to security team members in accordance with the latest developments and trends in security technologies, ensuring that employees understand and comply with the latest security regulations and operational procedures, master up-to-date information security standards and best practices, and are able to respond quickly and effectively when security incidents occur.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 41  | recovery from damage | <p>A Company must establish a guideline on the recovery from damage sustained in connection with Cyber Threats, which include the following arrangements at a minimum:</p> <p>(1) Establishing a guideline and measures for recovery of damage sustained in connection with Cyber Threat incidents, in conformity with the results of the assessment of risks and impacts conducted pursuant to the Company's Cybersecurity operation framework and Information Technology Risk management;</p> <p>(2) Establishing a guideline on communications for the purpose of recovery of damage sustained in connection with Cyber Threat incidents.</p> | <p>Customers shall specify recovery guidelines and response measures after damages are caused by cybersecurity threats, and formulate communication guidance plans for recovery efforts.</p> <p><b>To ensure that customers can respond rapidly and restore critical functions following a cybersecurity incident</b>, multiple storage and database services provided by Tencent Cloud are equipped with backup capabilities and support requirements such as multi-redundancy backups and remote disaster recovery. Meanwhile, various cloud products and services offered by Tencent Cloud—including computing services, network services, storage services, database services, container and middleware services, and security services—boast high availability features and corresponding disaster recovery plans. For example, <a href="#">Cloud Virtual Machine (CVM)</a> deliver high service availability and data reliability; the Cloud Block Storage mounted on CVMs adopts a triple-replica storage strategy, which ensures rapid data migration and recovery in the event of a failure of any replica.</p> <p><b>In terms of resilience assurance for infrastructure and equipment</b>, the power supply systems and air conditioning systems of Tencent Cloud's global data centers adopt a highly stable full-redundancy design to prevent any single point of failure from affecting the continuity of power supply and cooling in the data centers. In the meantime, security personnel at each Tencent</p> |

| No. | Domain                        | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|     |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p>Cloud data center conduct regular and rigorous inspections of the conditions of all computer rooms and equipment in accordance with inspection checklists and schedules, sign their names and record inspection times at each check point, and immediately activate the data center emergency response procedure upon detection of any infrastructure failure or security incident.</p> <p>To ensure the rapid and effective execution of recovery procedures and <b>assist customers in achieving timely disaster recovery</b>, Tencent Cloud has established a comprehensive business continuity management system, defined personnel roles in the business recovery process by team, and clarified the division of responsibilities during the recovery process.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 42  | Cybersecurity Risk Assessment | <p>A Company must conduct Cybersecurity risk assessment by assessing risks associated with Cybersecurity and Cyber Threats for the purpose of identifying its risk situations, threats, vulnerabilities, and taking into consideration the following risk factors associated with Cyber Threats:</p> <p>(1) Criteria for the assessment and classification of the severity and impact of Information Technology incidents or Cyber Threat situations, and the likelihood of the occurrence of Information Technology incidents, as well as the assessment of risk severity arising from Cyber Threats.</p> <p>(2) Arranging an assessment of risks associated with Cybersecurity or Cyber Threats and reporting the results of the</p> | <p>Customers shall conduct regular cybersecurity risk assessments to identify risks associated with cybersecurity and cyber threats, classify such risks based on their severity, impact, and likelihood of occurrence, and report the findings and trends of the risk assessments to the management.</p> <p>To assist customers in complying with regulatory requirements, Tencent Cloud has formulated an internal Information Security Risk Management Procedure, which clearly defines and provides guidelines for the entire risk management process, including risk identification, risk analysis, development of risk treatment plans, and risk tracking and monitoring.</p> <ul style="list-style-type: none"> <li>• <b>Risk Identification:</b> Tencent Cloud conducts risk assessments regularly. It identifies risk scenarios applicable to Tencent Cloud from sources such as industry security incident reports, Tencent Cloud's practical experience, and risk databases of professional institutions. Risks are identified based on risk scenarios and the results of process analysis of business products or services.</li> <li>• <b>Risk Assessment:</b> Tencent Cloud assesses asset value, the likelihood of risks in risk</li> </ul> |

| No. | Domain | Summary of Controls                                                                                                                                                      | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |        | Information Technology Risk management and the trends of potential Information Technology Risks to its Board of Directors or delegated subcommittee in a timely fashion. | <p>scenarios, and the severity of risk impacts, and calculates the risk levels accordingly.</p> <ul style="list-style-type: none"> <li> <b>Risk Treatment:</b> Based on the results of risk analysis, Tencent Cloud adopts response strategies and corresponding mitigation measures for identified risks. For high-risk items, the risk owner shall develop a risk treatment plan (including risk transfer or risk reduction measures) and update the risk management register. For medium-risk items, the risk owner shall determine whether a risk treatment plan is required based on the actual environment. Low-risk items are deemed acceptable risks. Tencent Cloud conducts regular reviews of residual risks to monitor their status and risk values. </li> <li> <b>Risk Monitoring, Review, and Reporting:</b> Tencent Cloud compiles the results of risk assessments, issues risk assessment reports, and submits them to the management. It also maintains a risk management register to monitor changes in risk conditions and the status of risk treatment plans, and adjusts risk management plans in real time. </li> </ul> <p>In addition, Tencent Cloud defines Key Risk Indicators (KRIs), measures them regularly, compares them against acceptable risk criteria, analyzes the root causes of identified issues, and proposes improvement suggestions and plans.</p> |

## 14.6 Reporting of Cyber Threat or threats to the Information Technology system

| No. | Domain               | Summary of Controls                                                                                                                                              | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                    |
|-----|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 43  | Report Cyber Threats | <p>A Company must report Cyber Threats or Information Technology threats in the following manner:</p> <p>(1) Reporting to the Office of Insurance Commission</p> | <p>When customers occur or detect major issues or incidents involving the application of information technology, they shall promptly report them to the management and notify the Insurance Commission.</p> <p>In the event of cyber threat attacks that result in failures or incidents of the company's critical information infrastructure services, customers shall</p> |

| No. | Domain | Summary of Controls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Tencent Cloud's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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|     |        | <p>promptly upon any occurrence of or acknowledgement of material issues or incidents pertaining to application of Information Technology which impact provision of services, systems, information of insureds, or reputation of the Company, including any attack on the Company's important Information Technology, or any Cyber Threats attacks, as well as issues or incidents that the Company must report to its highest level Executive, with the detailed description and causes of such incidents as well as anticipated impact, action taken to solve issues, the results thereof, the period of issue-solving, and course to prevent future incidents;</p> <p>(2) In the case of any Cyber Threat attack leading to problems or incidents involving the Company's provision of its major information infrastructure service which is a Cyber Threat of low severity, high severity, or critical severity, the Company must inform the Office of Insurance Commission or an agency as required by law of such breach without delay, within seventy-two hours, and also provide such information to or coordinate with the government agency or any organization established for the Cyber Threats response and handling.</p> | <p>report to the Insurance Commission within seventy-two hours and initiate response and handling work.</p> <p><b>To support customers in threat detection and analysis,</b> Tencent provides the <a href="#">Threat Intelligence X (TIX)</a> platform. As a one-stop threat intelligence service platform, TIX offers three core intelligence capabilities: basic intelligence, attack surface intelligence, and business intelligence. It supports functions such as intelligence query, IOC (Indicator of Compromise) analysis, and attack surface management, enabling customers to more efficiently analyze and assess security incidents and comprehensively evaluate the risk of enterprise asset exposure. This helps enterprises build an effective three-dimensional security defense system.</p> <p>Empowered by TIX, Tencent Cloud is committed to building a proactive defense security system encompassing "intelligence - offense and defense - management - planning." By integrating threat intelligence, artificial intelligence, big data, and other technologies, Tencent Cloud enhances the responsiveness and efficiency of security incident handling. It also operates a 24/7 Security Operations Center (SOC) focused on threat detection, investigation, and response, achieving visible, understandable, and controllable cybersecurity situational awareness.</p> <p><b>To assist customers in effectively fulfilling their communication and notification obligations,</b> Tencent Cloud has formulated Information Security Incident Management Specifications and established relevant procedures including information security incident response, escalation, and notification. These procedures ensure timely early warnings or notifications to relevant parties such as internal personnel and customers who may be or have been affected by the incident, facilitating orderly, timely, and efficient communication and coordination among all parties.</p> <p><b>For security incidents that may impact customers,</b> Tencent Cloud will, after internal review based on the</p> |

| No. | Domain | Summary of Controls | Tencent Cloud's Response                                                                                                                                                                                                                                 |
|-----|--------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |        |                     | scope and severity of the information security incident, notify customers of the handling and analysis results through appropriate means and provide corresponding technical support to assist customers in taking remedial measures to minimize losses. |

# 15

## Conclusion



Tencent Cloud is a cloud computing brand developed by Tencent Group, leveraging years of technical expertise and security practices. Tencent Cloud is committed to providing customers with a secure, trusted, and intelligent cloud platform, helping enterprises efficiently embrace digital transformation and advance secure business development.

Based on the key regulatory requirements of the Bank of Thailand, the Office of the Securities and Exchange Commission of Thailand, and the Office of the Insurance Commission of Thailand, this guide comprehensively and transparently demonstrates how Tencent Cloud assists customers in achieving compliance for cloud-based systems and data, enabling enterprise customers to host their systems and data on the cloud with confidence and peace of mind. Through this guide, Tencent Cloud aims to support enterprise customers in effectively meeting the compliance standards of Thailand's financial regulatory framework, while facilitating their efficient digital transformation and innovative business development.

This guide is for reference only. Customers should adapt the information herein to their specific circumstances to ensure regulatory compliance when using Tencent Cloud services.

# 16

## Version History

| Date       | Version | Detail          |
|------------|---------|-----------------|
| April 2026 | V1.0    | Initial Release |
|            |         |                 |