



Cloud Select Industry Group: takeaways and wrapping-up

Code of Conduct – SLAs and contracts

Cloud Stakeholders Meeting

29 June 2017

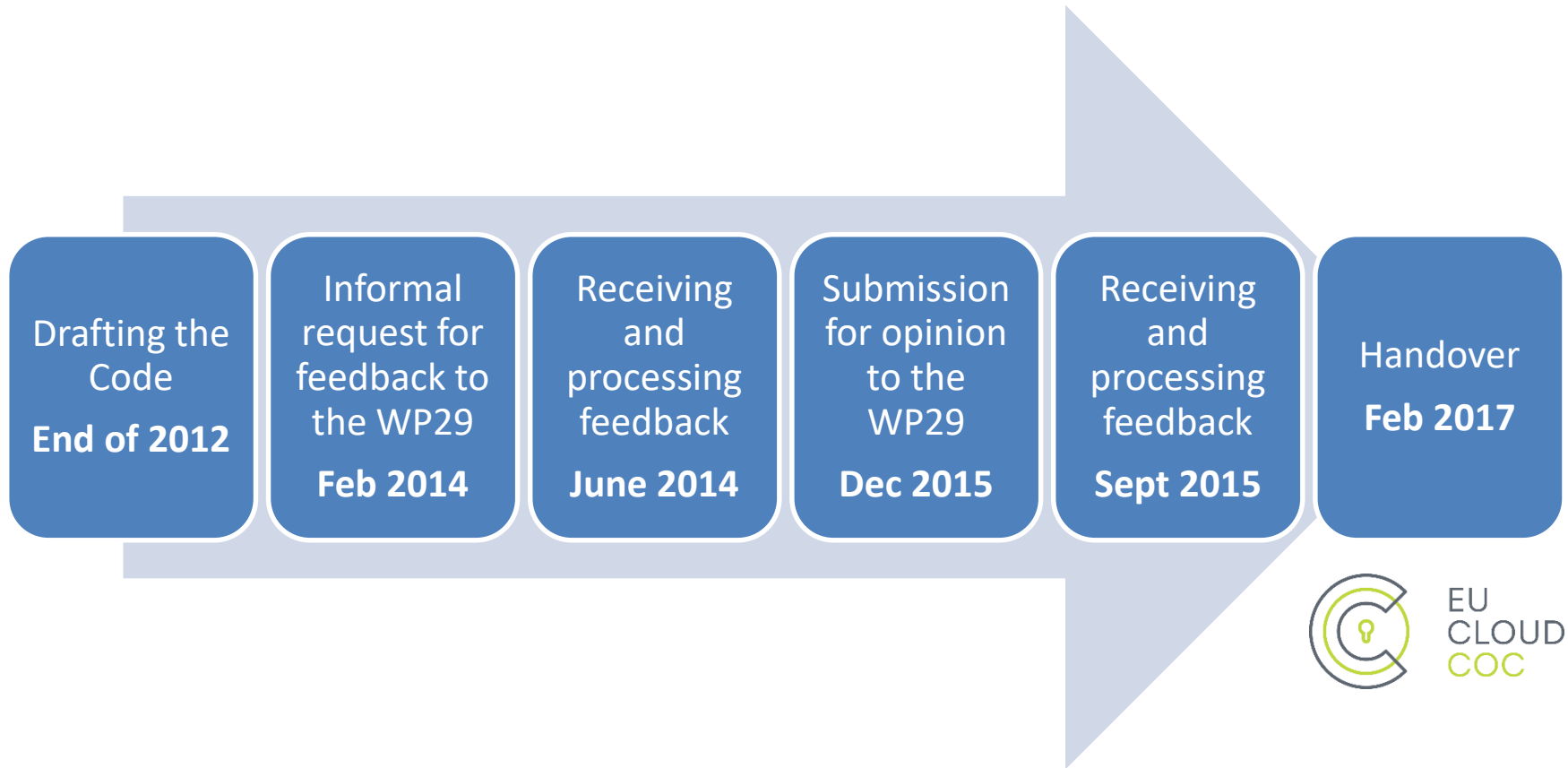
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Code of Conduct – what / why?



- Legal basis:
 - Data Protection Directive - article 27
 - GDPR - article 40
- Goal: encouraging data protection compliance through co-regulation
- September 2012 Commission Communication "Unleashing the Potential of Cloud Computing in Europe": Commission will work with industry to agree on a code of conduct for cloud computing providers

Code of Conduct history



Code of Conduct - principles



- Focus on cloud providers as **data processors** in **B2B**
- **Not EU-exclusive** – any cloud provider can join, but must show how they respect EU law
- **Neutral** to provisioning model and use case:
 - Applicable to SaaS, PaaS, IaaS, etc
 - No sector specific rules or requirements
- **Re-use of industry standard** approaches and certification schemes
- **Transparency & accountability**

Code of Conduct today





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<https://eucoc.cloud/en/home/>

Contracts - SLAs – what / why?



- Goal: providing model terms and legal analysis to support fair and professional contracts in the EU cloud market
 - Helps providers
 - Helps customers
 - Helps SMEs
- September 2012 Commission Communication "Unleashing the Potential of Cloud Computing in Europe": Key Action 2: Safe and Fair Contract Terms and Conditions

SLAs - outcomes



- Model terms for cloud computing service level agreements
 - C-SIG SLA since February 2013
 - Cloud Service Level Agreement Standardisation Guidelines: principles, vocabulary and objectives
 - Links to ISO standardization work (ISO 19086-2), and EU research projects (such as SLALOM)



<https://ec.europa.eu/digital-single-market/en/news/cloud-service-level-agreement-standardisation-guidelines>

Contracts - outcomes



- Expert Group on Cloud Computing Contracts (legal & industry) to identify safe and fair contract terms and conditions
 - C-SIG Expert Group since June 2013
 - Extensive discussion papers on topics such as switching, liability, unfair terms, data location, availability, etc.
 - In each case identifying challenges, current practices and recommendations
- Available at http://ec.europa.eu/justice/contract/cloud-computing/expert-group/index_en.htm

Questions & contact



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