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# 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?

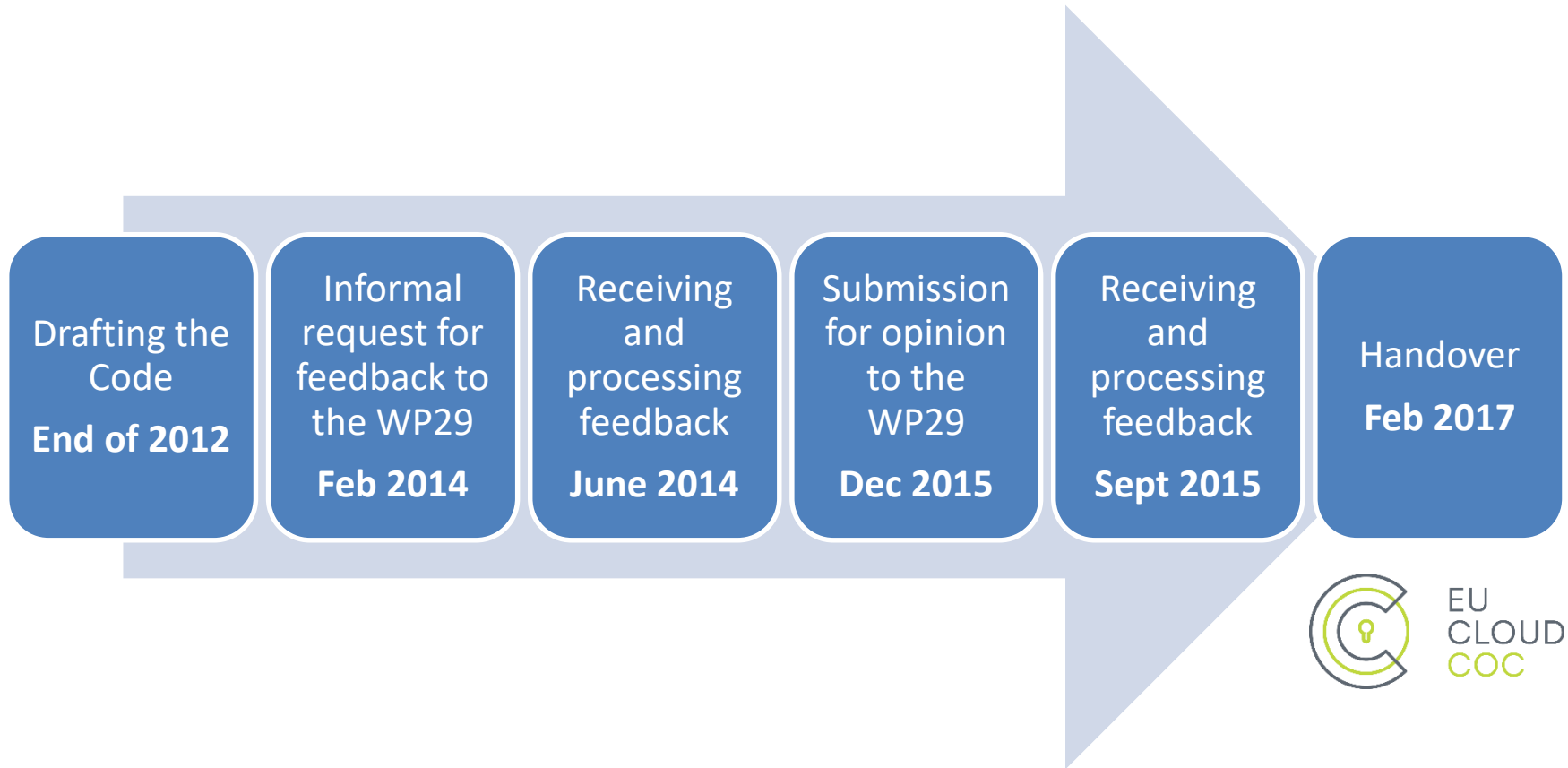
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- Legal basis:
  - Data Protection Directive - article 27
  - GDPR - article 40
- Goal: encouraging data protection compliance through co-regulation
- September 2012 Commission Communication "Unleashing the Potential of Cloud Computing in Europe":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

# Code of Conduct history

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# Code of Conduct - principles

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- 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?

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- 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

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- 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

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- 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](http://ec.europa.eu/justice/contract/cloud-computing/expert-group/index_en.htm)



# Questions & contact

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