

Data Center Compliance

Certifications and Audits

Compliance is a shared responsibility. Our global footprint of edge data centers comply with rigorous standards set by trade groups and certifying organizations that maintain relevant certifications and attestations for our clients.



Payment Card Industry Data Security Standard (PCI DSS)

The Payment Card Industry Data Security Standard (PCI DSS) was created to meet the rising threat to individuals' payment card information. Compliance with PCI DSS is mandatory for all organizations dealing with credit, debit and ATM cards, as defined by the PCI Security Standards Council, which includes industry giants like Visa, Master Card and American Express.

PCI DSS is a comprehensive set of standards requiring merchants and service providers that store, process, or transmit customer payment card data to adhere to strict information security controls and processes. The standard includes twelve requirements that include the following:

- Security management
- Policies and procedures
- Network architecture
- User access management
- Network and systems monitoring
- Software development

Lume's managed hosting and colocation services are in compliance with the latest PCI DSS v3.2 standards. Lume's requirements for the standards are reviewed each year.



International Organization for Standardization (ISO 27001)

ISO 27001 defines specific controls that should be in place for an organization to be certified as in conformance with ISO 27001. ISO 27001 is an International standard providing a model for establishing, operating, monitoring, and improving an Information Security Management System (ISMS.)

The ISO 27001 Certification demonstrates our commitment to information security processes. The scope of data center services covered includes physical controls, environmental safeguards, and telecommunication connectivity.



Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act (HIPAA) regulation impacts those in healthcare that exchange patient information electronically. HIPAA regulations were established to protect the integrity and security of health information, including protecting against unauthorized use or disclosure of the information.

HIPAA states a security management process must exist in order to protect against “attempted or successful unauthorized access, use, disclosure, modification, or interference with system operations.”

HIPAA sets the standard for protecting sensitive patient data. Data centers must have certain administrative, physical, and technical safeguards in place, according to the U.S. Department of Health and Human Services. With data center experts and secure facilities that are staffed 24/7, Lume can support your HIPAA compliance needs. Our data centers can help you meet the required physical and administrative security controls, supporting your HIPAA physical security compliance with the following deliverables:

- Controlled Secure Data Center
- 24/7 Physical Security Monitoring
- 90-Day Video Surveillance & Retention
- Cabinet/Cage Perimeter Security
- Badge and Biometrics
- Compliance Base Audit Reports
- Security Incident Response Notification

Lume provides a HIPAA-compliant environment for our managed hosting and colocation services. Compliance is a shared responsibility. Your company must address, implement, and manage other technical and administrative controls outside of Lume’s scope.



Federal Information Security Management Act (FISMA)

All government agencies, government contractors, and organizations that deal and exchange data with government systems must follow the Federal Information Security Management Act, or FISMA compliance guidelines. Organizations have to monitor, retain and maintain audit records of all security events as per FISMA.

For federal agencies to use the services of a provider, the services must be based in a FISMA compliant data center that meets the stringent security requirements mandated by FISMA. The National Institute of Standards and Technology (NIST) creates and maintains the specific security standards that agencies and their vendors are required to follow to remain compliant.

Agency compliance is ensured by the Office of Management and Budget (OMB), which each year reviews federal agencies’ IT programs to verify that they are FISMA compliant whether hosted on- or off-premise. Certain data centers that Lume utilizes meet these criteria that include documented policies and procedures as well as controls implemented for the data centers.





SOC

Statement on Standards for Attestation Engagements (SSAE) are attestation standards put forth by the Auditing Standards Board (ASB) of the American Institute of Certified Public Accountants (AICPA). This report is intended to be relied upon by the financial statement auditors of Lume's customers.

The standards assess the physical security, environmental safeguards, and network monitoring controls implemented by the data center.

Attestation Standard 101 (AT 101) are attestation standards put forth by the ASB of the AICPA that assess the data center's controls against the Trust Services Principles and Criteria.

SOC 2 compliance suite report includes test results of disaster recovery and business continuity plans. The availability of these services is a critical factor for many organizations.



EU-U.S. Privacy Shield

Lume complies with the EU-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union to the United States. Lume has certified to the Department of Commerce that it adheres to the Privacy Shield Principles.

If there is any conflict between the terms in this privacy policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification page, please visit www.privacyshield.gov



Data Center Certifications and Audits

Our global footprint of edge data center locations allows you to choose where your environment is hosted. All data centers are compliance audited, premium facilities that have been vetted and approved.

Certification Matrix by Location

Location	ISO 27001	PCI DSS	SOC 1	SOC 2	HIPAA	FISMA	Privacy Shield
ATL	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ATL2	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SLC		Yes	Yes	Yes	Yes		Yes
SLC2		Yes	Yes	Yes	Yes		Yes
CHI	Yes	Yes	Yes	Yes	Yes	Yes	Yes
LA	Yes	Yes	Yes	Yes	Yes		Yes
N. VA/D.C	Yes	Yes	Yes	Yes	Yes		Yes
Dallas-Carrollton	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Phoenix-Chandler	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Norwalk	Yes	Yes	Yes	Yes	Yes	Yes	Yes
UK - Nottingham	Yes	Yes	Yes	Yes			Yes
UK - Maidenhead	Yes	Yes	Yes	Yes			Yes

For additional information or to request a Compliance Report/Certification, please contact customersuccess@lumecloud.com. Information provided may be subject to Lume's Non-Disclosure Agreement (NDA).

