

SOC 2 at Cloudflare

Introduction and scope

Security compliance certifications are reports created by independent, third-party auditors that validate and document a company's commitment to security. These external auditors conduct a rigorous review of a company's technical environment, evaluating whether there are thorough controls—or safeguards—in place to protect the security, confidentiality, and availability of information stored and processed in that technical environment.

SOC 2 is a security certification established by the American Institute of CPAs. It consists of a technical audit and a requirement to outline and follow comprehensive information security policies and procedures. Cloudflare obtained our SOC 2 validation in 2019, and we include the report as part of our compliance package for current and potential customers under NDA. The more general, public version of the SOC 2 report is the SOC 3. It can be downloaded from our website here. In addition, a detailed overview of our security compliance journey can be found here.

Part of Cloudflare's approach to SOC 2 compliance involves transparency about which user controls remain among our customers' prescribed responsibilities. This document outlines that group of controls. It applies to the Cloudflare Global Cloud Platform through which Cloudflare provides security, reliability and performance products to Enterprise customers, and excludes other products provided by Cloudflare. The description does not encompass every aspect of all the products provided or procedures followed by Cloudflare. Rather, the description enables current user entities and future user entities to understand how controls in place for the Global Cloud Platform are critical to Cloudflare's business and the overall control environment.

Frequently asked questions about Cloudflare and SOC 2

What accounts are in-scope for Cloudflare's SOC 2 report?

All Cloudflare customers are now in-scope for Cloudflare's SOC 2 report

How do customers get a copy of the SOC 2 Report?

Customers can request a copy of Cloudflare's SOC 2 report by contacting their Account Executive. Cloudflare requires all customers to sign a nondisclosure agreement before our report is provided.

What Trust Service Criteria are in-scope for SOC 2?

Cloudflare's SOC 2 scope currently covers the security, confidentiality, and availability trust service criteria.

What Cloudflare products are not in-scope for SOC 2?

This description does not include Cloudflare's China-based platform and products served through Cloudflare's China-based platform. In addition, the following Cloudflare products are not in-scope for SOC 2:

- China Network
- Magic Transit
- Stream
- Workers

SOC 2 user entity controls

Users should consider whether the following controls have been placed in operation at user organizations:

User entities of Cloudflare's system are responsible for:	Applicable Trust Services Criteria
Establishing strong passwords and maintaining the confidentiality of authorized users' usernames and passwords.	CC5.1, CC5.2, CC6.1, CC6.6
Enabling two-factor authentication in conjunction with usernames and passwords.	CC5.1, CC5.2, CC6.1, CC6.6
Acknowledging and agreeing that only authorized users are entitled to access the Cloudflare with their assigned usernames and passwords provided by Cloudflare.	CC2.3, CC6.1, CC6.2, CC6.3, CC6.5
Notifying Cloudflare promptly of any actual or suspected unauthorized use of any authorized user's account, username, or password, or any other breach or suspected breach of the terms of the original agreement.	CC2.3, CC4.2, CC7.1, CC7.3, CC7.4, CC7.5
Supporting and maintaining the availability of their website(s), the connectivity of their website(s) to the Internet, and all customer content, IP addresses, domain names, hyperlinks, databases, applications and other resources as necessary for customers to operate and maintain their website(s) to meet Customer's business requirements and to utilize the service.	CC2.3, A1.1, A1.2
Keeping and maintaining their own copy of all Customer Log Files, once delivered by Cloudflare.	CC5.1, CC5.2, A1.1, A1.2
Knowing what data they want and need to have cached.	CC9.1, CC8.1, CC6.7, A1.1, A1.2
Agreeing and allowing Cloudflare to act as their limited agent pursuant to the terms and conditions of the original agreement, for the purpose of providing Internet data and optimization services.	CC1.1
Complying with all laws applicable to its purchase and use of the Cloudflare, including without limitation, the export and import regulations of other countries.	CC3.1, CC1.1

User entities of Cloudflare's system are responsible for:	Applicable Trust Services Criteria
Using available features or services, agreeing and acknowledging that they may be required to accept the licenses or agreements associated with such features or services, and to install additional software modules to use such features or services.	CC2.3, CC8.1
Updating their information with Cloudflare, including providing Cloudflare with an up-to-date e-mail address for the provisioning of notices under the original agreement.	CC2.3, CC8.1
Not assigning, subcontracting, delegating, or otherwise transferring the agreement or its rights and obligations herein, in whole or in part, by operation of law or otherwise, without obtaining the prior written consent of Cloudflare.	CC1.1, CC2.3, CC8.1
Representing and warranting that the information they provide to Cloudflare regarding their network usage (including but not limited to bandwidth usage, number of domains, geographic location of users, and SSL requirements) in order to obtain a price quote which forms the basis of the original agreement, is truthful, accurate, and complete, to the best of their knowledge.	CC1.1, CC2.3, CC8.1
Complying with the Enterprise Subscription Terms of Service and agreeing not to use Cloudflare in connection with any: (a) infringement or misappropriation of any intellectual property rights; (b) defamation, libel, slander, obscenity, or violation of the rights of privacy or publicity of any person or entity; or (c) other offensive, harassing, or illegal conduct.	