Frequently Asked Questions (FAQs) by Australian Prudential Regulation Authority (APRA) regulated entities

Q. Is Zscaler an Australian Prudential Regulation Authority (APRA) regulated entity?

> **A:** No, Zscaler is not an APRA-regulated entity which the Prudential Standards will be binding upon. Customers who are regulated by APRA are solely responsible for the compliance with any APRA Prudential Standards in relation to the Customer's use of service providers, including Zscaler.
>
> Last updated on 12-16-2024

Q. How does Zscaler allow customers to monitor the Products' performance?

> **A:** Zscaler publishes our Product's performance for our customers to monitor on https://trust.zscaler.com/zscaler.net   As Zscaler is a multi-tenant cloud provider, we maintain consistent terms across the thousands of Customers, including our Zscaler's SLAs located at: https://www.zscaler.com/legal/sla-support.
>
> Last updated on 12-16-2024

Q. Under the Zscaler End User Subscription Agreement (EUSA), what are the rights and responsibilities of each party in relation to the ownership and control of data?

> **A:** All rights and title in and to the Customer Data belong exclusively to the Customer. As opposed to most other SaaS vendors that you may use, Zscaler only processes and stores a limited amount of Customer Data (e.g., IP addresses, URLs, user IDs, user groups and departments from corporate directory). For a more detailed breakdown of Customer Data processed or stored by Product, please see https://help.zscaler.com/customer-logs-fair-use.
>
> Zscaler maintains reasonable and appropriate physical, organizational, administrative, and technical safeguards designed to protect Customer Data from loss, misuse, unauthorized access, disclosure, alteration, and destruction located at: https://www.zscaler.com/legal/security-measures.
>
> Last updated on 12-16-2024

Frequently Asked Questions (FAQs) by Australian Prudential Regulation Authority (APRA) regulated entities

Q. Where can I find the list of sub-processors that Zscaler use to provide the Products?

> **A:** Zscaler's Products are SaaS and 100% cloud-based. To provide the Products, Zscaler uses sub-processors, and we maintain our current list of sub-processors at https://www.zscaler.com/privacy-compliance/subprocessors.
>
> Last updated on 12-16-2024

Q. How does Zscaler notify its customers of security incidents or service failures?

> **A:** Zscaler maintains a Trust Portal (located at: https://trust.zscaler.com) where all incidents and their respective statuses are tracked and updated. All customers may proactively subscribe to our Trust Portal for service availability and updates located at: https://trust.zscaler.com/zscaler.net. Zscaler follows our documented Service Continuity Customer Notification Protocol for unplanned service incidents, which is located at: https://help.zscaler.com/zia/zscaler-service-continuity-customer-notification-protocol
>
> Our 24x7 Network Operations Center (NOC), manned with employees around the globe, monitors the operations systems that comprise the Zscaler cloud platform environment, including monitoring problems or incidents and ensuring they are resolved. The NOC respond to alerts based on operational triggers and first-tier response to incidents.
>
> Last updated on 12-16-2024

Q. Can Zscaler provide us with copies of its latest certifications and attestations?

> **A:** Yes, Zscaler provides Customer with the right to obtain copies of our latest certifications and attestations (e.g., ISO 27001 and SOC 2, Type II standards). The full list of our compliance certifications is located at: https://www.zscaler.com/compliance/overview . These independent certifications show that Zscaler meets global best practices for risk and security management. Customers may reach out to their Zscaler account team who will provide requisite support on a case-by-case basis.
>
> Last updated on 12-16-2024