

Sitecore
OrderCloud
privacy brochure



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Sitecore OrderCloud

1. Overview

This privacy brochure provides a high-level outline for privacy considerations in the Sitecore OrderCloud® product offering.

2. Product description

Sitecore OrderCloud is a “headless” e-commerce and order management platform delivered as a cloud service and exposed entirely via a REST API. It offers the scalability to match the current and future needs of customers, including: (1) operating at the high performance, customizability, and control to meet unique buyers’ expectations; (2) the extensibility to both connect to new systems and extend commerce experiences to new channels, and (3) the agility and speed to respond to changing customer expectations. In short, in today’s ever-changing commerce landscape, Sitecore OrderCloud empowers organizations to achieve their own unique digital commerce platform business needs.

3. Personal data processing

The diagram below shows the flow of data through Sitecore OrderCloud’s environment.

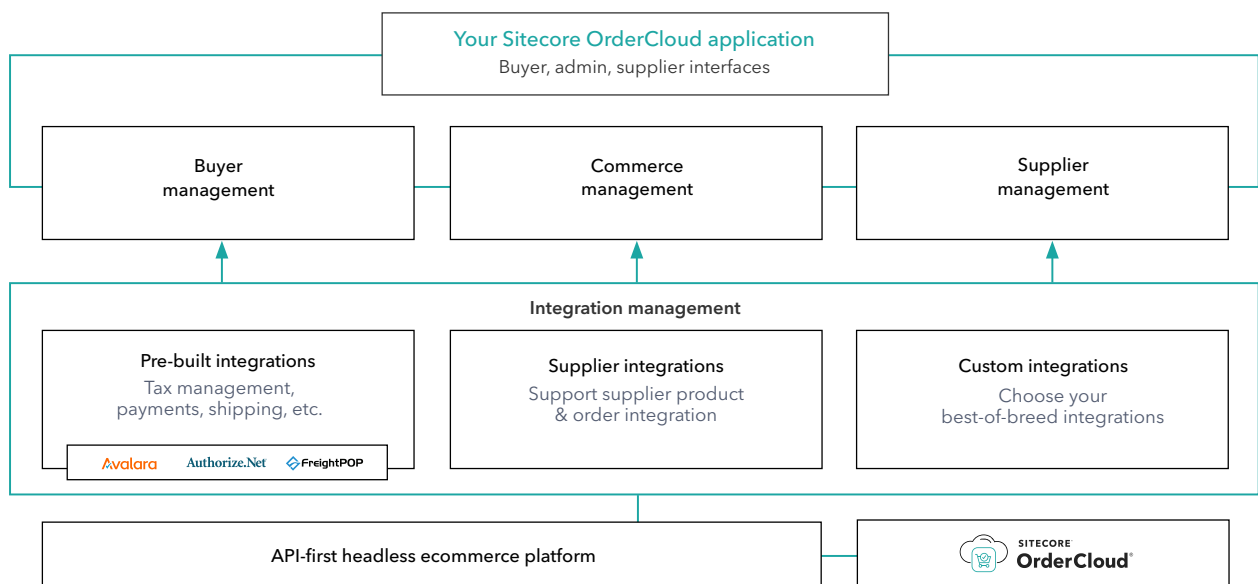


Figure 1: Sitecore OrderCloud data flow



The table below lists the personal data processed by Sitecore OrderCloud to provide its services and describes why the data is processed. As the data controller, Sitecore’s customer is responsible for the data which they import into Sitecore OrderCloud. The Sitecore OrderCloud base schema is extensible, and therefore the precise category of data transmitted, processed, or stored by Sitecore is determined by the data controller (Sitecore customer). Please note, however, that for the provision of the services purchased from Sitecore, no sensitive data should be shared.

Personal data category	Type of personal data	Purpose of processing	Data subject category
Contact information	<ul style="list-style-type: none"> • Username • Full name • Email 	Account creation and service activation.	Customers
Identifiers	<ul style="list-style-type: none"> • Unique personal identifier • Online identifiers 	Provide the Service and associated features.	Users
Commercial information	<ul style="list-style-type: none"> • Records of personal property, products, or services purchased, obtained, or considered • Transactional - Information on purchasing or consuming histories or tendencies • Operational - Information on products relating to digital, physical, or abstract goods that are offered for sale, including pricing schedules • Ownership - Information about things an individual has ordered 	Provide the Service and associated features.	Users
Internet or other similar network activity	<ul style="list-style-type: none"> • IP Address (held for 30 days) • Referring URLs • Communication history - Information communicated from or to an individual 	Provide the Service and associated features.	Users

4. Storage of your data

Sitecore OrderCloud leverages third-party cloud hosting providers to provide services globally, utilizing the Azure SQL Database service to fulfill the multi-tenant architecture of the application.

Sitecore OrderCloud uses Microsoft Azure as a Cloud Service Provider for storing data associated with providing its services. Sitecore OrderCloud operates Azure data centers in Europe, United States, Japan, and Australia.

5. Sitecore OrderCloud access to your data

Access to customer data is highly regulated. In general, only select Sitecore personnel have direct access to customer data, primarily for troubleshooting customer support inquiries or addressing service-related issues, where applicable.

6. Who we share your data with (primary vendors)

Entity name	Description of the performance	Data location
Microsoft	Cloud Service Provider	Azure US-West, California, USA
Microsoft	Cloud Service Provider	Azure US-East, Virginia, USA
Microsoft	Cloud Service Provider	Azure East, New South Wales, Australia
Microsoft	Cloud Service Provider	Azure East, Tokyo, Japan
Microsoft	Cloud Service Provider	Azure West, Netherlands, Europe

7. Retention of your data

The table below lists the category of data used and the default length of time that data needs to be retained.

User interaction data:	Data set	Retention period
Live Storage Data:	<ul style="list-style-type: none"> Submitted Orders Products Pricing Schedules Shipping Information Payment/Tax Management Content Management 	Contract duration or defined by customers by using OrderCloud APIs to delete data
	Unsubmitted orders	<ul style="list-style-type: none"> All (without line items) 24 hours Anonymous (with line items) 7 days Profiled (with line items) 90 days from Last-Updated Date
Live Log Data	Application logs	30 Days

8. General security

Sitecore OrderCloud aligns to ISO27001 and has implemented measures to transport, transmit, and communicate or store data on data media (manual or electronic) and for subsequent checking (e.g., database security, transmission security), including encryption, DLP, and data segregation.

The following diagrams (Figure 2 and 3) show Sitecore OrderCloud's platform architecture.

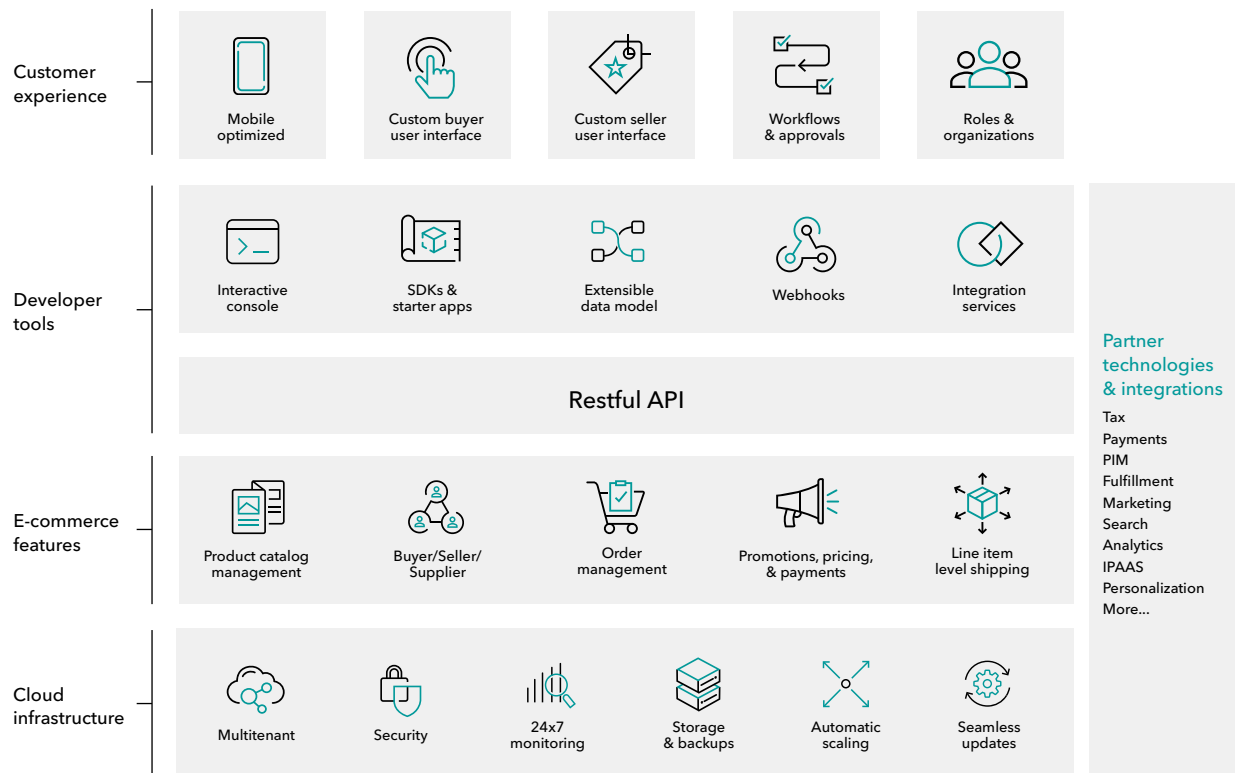


Figure 2: Sitecore OrderCloud architecture

Sitecore OrderCloud is fully hosted on the Microsoft Azure Platform and has implemented appropriate technical and organizational measures designed to secure personal data from accidental loss and unauthorized access, use, alteration, and disclosure. Security is enforced via the Azure Security Center, which tracks, monitors, and alerts on irregular behavior or insecure settings across apps, storage blobs, SQL, active directory, etc. Utilizing Azure’s SQL geo-replication service, data is replicated from the primary region to the Azure-paired region.

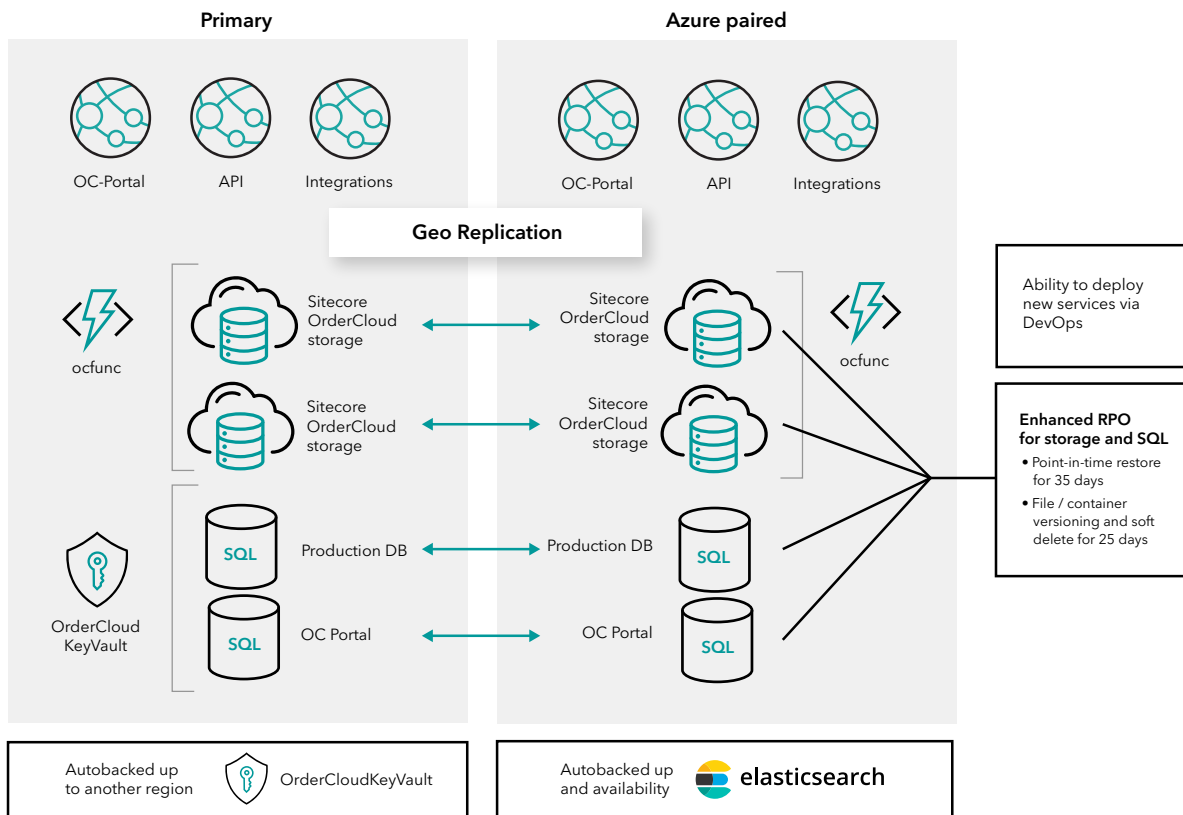


Figure 3: Sitecore OrderCloud geo-replication

9. Resources

Further information about Sitecore OrderCloud’s privacy and security efforts can be found in our [Trust Center](#).

About Sitecore

Sitecore delivers a digital experience platform that empowers the world's smartest brands to build lifelong relationships with their customers. A highly decorated industry leader, Sitecore is the only company that combines content, commerce, and data in one connected platform. Leading companies including American Express, ASOS, Carnival Cruise Lines, Kimberly-Clark, L'Oréal, and Volvo Cars rely on Sitecore to provide more engaging, personalized experiences for their customers.

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