

Commitment To Security Policy

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Effective Date: October 1st 2015

Document Owner: Chief Security Officer

Affected Parties

This policy applies to all Rackspace personnel (permanent or temporary), and any other parties (including current or potential customers, interns, vendors, contractors, partners or collaborators)

Policy

The Rackspace Leadership Team commit its support to the principles of the policy and empower the Chief of Security to undertake any steps necessary in order to achieve the objective of this policy. With the power entrusted in him by the Leadership Team, the Chief of Security shall develop and maintain the company's Security Management System and ensure that sufficient measures and controls are put in place to:

- Develop and maintain a framework to identify and measure attainment with security-related objectives;
- Managing customer assets (logical or physical) in a mutually agreed manner;
- Maintaining the confidentiality, integrity and availability of (customer and business) assets;
- Ensuring information assets and processing facilities are protected against unauthorized access, misuse and disclosure at all times;
- Ensuring that the requirements, as identified by information owners, for the availability of business assets and processing facilities required for operational activities shall be met;
- Ensuring all relevant security-related legal obligations shall be met;
- Ensuring disposals of any media containing sensitive information are conducted in an agreed secure manner;
- Investigating all known breaches of business security, actual or suspected in line with our security management controls and procedures;
- Providing robust formal methods for risk assessment, management and treatment;
- Applying appropriate risk controls in all relevant situations;
- Ensuring suppliers, partners and vendors of products and/or services required of the Security Management System have either signed-up to this policy and its requirements or a suitable risk assessment has been undertaken;
- Ensuring all relevant security communications are made to stakeholders (internal or external) to inform, advise and encourage best practice;
- Develop, maintain and exercising business the business continuity plans of Rackspace

Rackspace is committed to continually improving its Security Management System.

Relevant business security training is provided as required. Failure to comply may result in disciplinary action and/or termination of employment/release from contract.

Executive Approval:



Brian Kelly, Chief Security Officer

Oct 1, 2015

Date

Version 4