Storefront by Four51°
a Sitecore® company

APPLICATION ARCHITECTURE INFRASTRUCTURE & SECURITY

An in-depth look at the technology and procedures that power and manage the delivery of services from Storefront

January 2024

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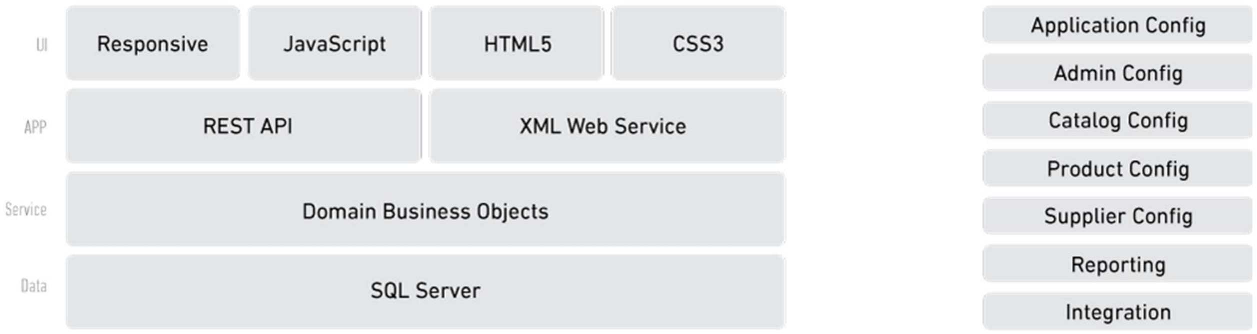
APPLICATION ARCHITECTURE

Storefront's technical architecture is a private cloud model that leverages a combination of robust hardware, virtualization technology, and multiple data center facilities to deliver maximum application performance and reliability to our clients.

PLATFORM AS A SERVICE



Delivered to the end user via a modern browser as a software as a service (SaaS) and a single page application, Sitecore created and maintains the Storefront 2.0 Base Application using the same REST API made available to customers. The REST API exposes the domain business objects for use in creating new applications or extending the publicly available source code of Storefront. The publicly available code repositories provided contain a full API coverage SDK, written with the Angular framework, to allow for rapid application development. These repositories are hosted on GitHub and can be quickly deployed and configured in the Storefront administration interface. All files in the source code can be easily edited, independent of the repository source, for additional customization.

Sitecore maintains separate Storefront production, quality assurance, and test environments. All of the virtual servers employed by the Storefront application run on Windows Server 2022, 2019, or 2016 and are separated into front-end application servers and a back-end database server farm model.

The production IIS 8.5 and application servers are responsible for supporting user authentication, serving web page requests, hosting the Storefront interoperability web and XML services, and sending Storefront system messages. To increase availability, the production database server farm is running on Microsoft SQL 2019 Enterprise Edition and employing the native SQL 2019 Always On Availability Group cluster. In addition, Microsoft DFS (Distributed File System) is leveraged to create redundant file storage.

The Storefront application is also supported by a number of servers running specialized imaging applications (Pageflex Mpower). These imaging servers have been designed as a fault tolerant/load balancing solution and each server can be used to assume additional workload at any time should one of the other servers suffer a hardware failure or be taken down for maintenance.

INFRASTRUCTURE OVERVIEW

Sitecore partners with OneNeck IT Solutions to host the infrastructure for Storefront on their ReliaCloud service. ReliaCloud is a private cloud model that provides the power and flexibility of a public cloud solution, with the security and performance required by enterprises with mission-critical computing needs. Built with industry-leading products and capabilities from Cisco, EMC and Nutanix, ReliaCloud is ideal for applications like Storefront that require reliable and scalable computing infrastructure.

ReliaCloud is delivered in dedicated resource pools from multiple Tier III data centers and is designed for maximum flexibility and utilization of current IT investments with the ability to adjust as needs change.

Storefront has been Payment Card Industry (PCI) compliant since 2008 and SOC 2 Type 2 compliant since 2016. Four51 has consistently maintained an average 99.97% uptime over the last 10 years.

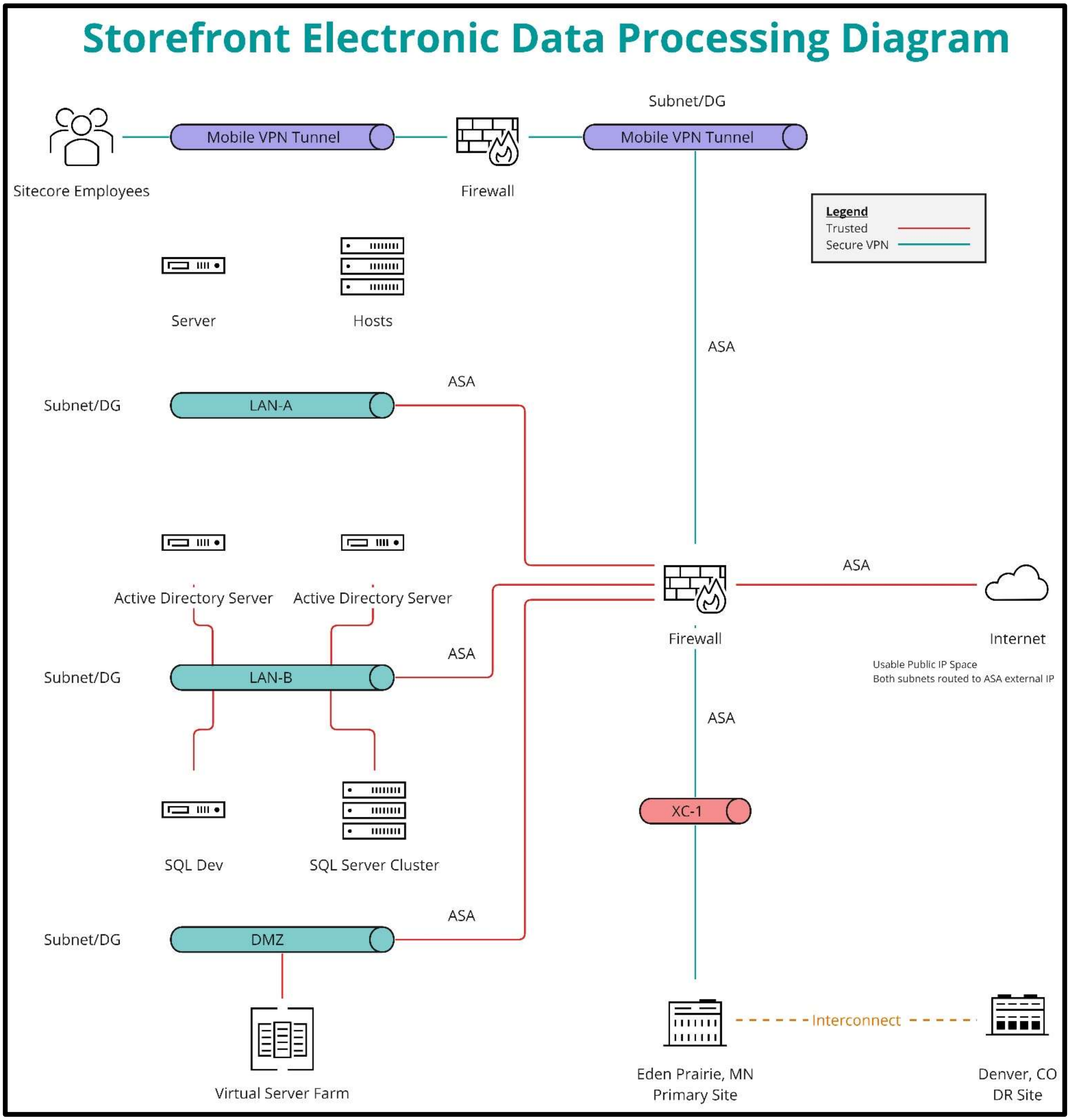
Sitecore has implemented a disaster recovery plan using the services of OneNeck and ReliaCloud. Their Hot DRaaS (Disaster Recovery as a Service) replicates critical servers in the Storefront environment and creates near-complete backups of all critical data in a different geographic region. Additionally, snapshots of the remaining servers are maintained to allow for OneNeck to replicate Storefront environment, should a disaster impact the primary datacenter.

Each of these components play a critical role in ensuring that the Storefront application and our clients' data is secure, accessible and blazingly fast. Together with our key technology partners, Sitecore has been delivering comprehensive SaaS technology since 1999 to everyone from the smallest business to over half the Fortune 500.

INFRASTRUCTURE DIAGRAM

This section provides a detailed view of Storefront's technology infrastructure and its three main components:

Data Center | Network/Routing | Servers



***NOTE: No portion of this network is wireless.*

DATA CENTER

Sitecore utilizes OneNeck ReliaCloud, built upon a SSAE 18 (SOC 1) Type II certified and Uptime Institute Tier III design certified facility in Eden Prairie, MN (covers deprecated SAS 70 compliance). Features of the data center include exceptional security, redundant data and power connections, 24x7x365 support, extensive monitoring, intelligent climate control systems and cutting-edge suppression systems. This facility's internal control environment enables PCI, HIPAA, HITECH, SOX, and GLBA requirements.

What is Tier III Design Certification?

The Uptime Institute Tier Classification provides performance-based benchmarks to align business requirements with data center design. Tier III facilities offer uptime, thus availability assurance, to support the critical demands of production environments and critical applications.

The Data Center is designed to meet the demands of a concurrently maintainable infrastructure, with N+1 configured critical components deployed throughout the design. Currently connected to the N+1 degree to major Internet backbones through 3 different providers, this facility is provided with constant blistering high-speed access to and from the Internet. Organizations can rest assured that our facility provides the most redundant and available commercial data center environments in the United States.

What Makes Tier III Different?

The Tier III design employs a concurrently maintainable infrastructure. This assures that if any one critical data center component is removed through planned maintenance or component failure, service will not be interrupted.

Through the redundancy and concurrent maintainability in infrastructure, Tier III data centers provide the required availability and uptime to support mission-critical applications and 24x7x365 production environments. Tier III provides maximum uptime around:

- Power - both redundant utility feeds and quick-start Generac generators – ready to accept load from UPS in 5 seconds.
- Cooling - multiple independent cooling towers, independent environmentally controlled racks, equipment level cooling.
- Network - Carrier neutral facility serviced by 5 national backbone providers, independent network paths out of location in each direction (north, south, east, & west).
- Security - Triple authentication used: Key card, retina scan, and PIN to access facility. Trained guards, video surveillance, mantraps, biometric readers and location monitoring.

SSAE 18 Compliant Data Center

OneNeck data centers have completed the Type 2 SSAE 18 (SOC 1) exam confirming data and power redundancy, physical security, fire and water protection, and temperature monitoring. OneNeck leverages the most advanced technology and skilled personnel to help safeguard Sitecore Storefront assets.

DATA CENTER SPECIFICATIONS

FACILITY

Design	Tier III design certified, concurrently maintainable, and electrically fault tolerant
Size	50,000 square feet
Access	Secured 24/7

CONNECTIVITY

Internet Bandwidth	Managed bandwidth and BGP routing across redundant Internet backbone connections with multiple Tier 1 carriers
Type	Carrier neutral facility
Carrier	CenturyLink, Comcast, Enventis, TDS Telecom, Level 3, XO, Zayo

DATA CENTER

Services	Cabinets and pods
Fire detection	VESDA (very early smoke detection apparatus)
Fire suppression	FM200
HVAC	N+1

SUPPORT

Onsite Support	24x7x365 onsite technical support staff
Remote Hands	Remote hands and eyes support available
Managed Services	Monitoring, tracking, and reporting on alerts, incidents, and key event

SECURITY

Guard	Patrol facility 24/7
Access Control	Three factor authentication: biometric, proximity card and PIN
Surveillance	Recorded and monitored digital video at 50+ points

POWER

Feeds	Four 2,500 kVA utility transformers
UPS	N+1
Generator	Four 1.5 MW Generators
Load	3.8MW total facility critical load

NETWORK ROUTING

Sitecore subscribes to Cloud Committed and Cloud Burstable Internet Bandwidth to provide high performance, highly available Internet access. A multiple level firewall configuration with DMZ and secure data zones is used to maximize security. Only the Storefront application can access customer data. Servers containing customer data are behind a firewall and not accessible via the internet.

The Enterprise Firewall Service provides a dedicated security service instance that lives across highly available redundant hardware. The service includes security best practices, monitoring, and reporting of key metrics including port availability, interface utilization, and overall ASA/firewall health.

To moderate legitimate Internet traffic, a robust anti-DDoS QoS policy is applied at the Internet edge, which sorts traffic into different policed classes that match on common signatures of DDoS traffic. In addition, an automated system is in place to watch for anomalous large volume traffic patterns. When this traffic crosses a threshold, the traffic for the attack target is automatically re-routed to a "choke" link, which constrains the traffic volume, and removes the traffic altogether from the data center's upstream Internet links.

SERVERS

The hosted private cloud architecture contains dedicated and hardened enterprise class host machines and associated hypervisor software (Nutanix). Processors are provisioned with at least an aggregate 32 GHz per 256GB of RAM. Storage services (LUNs) are not shared or accessible by other ReliaCloud customers. All arrays are D@RE enabled while the Nimble storage encrypts data at rest. All of the servers employed by the Storefront application run on Windows Server 2022, 2019, or 2016 and are separated into front-end application servers and a back-end database server farm model.

The production application servers are responsible for supporting user authentication, serving web page requests, hosting the Storefront interoperability web and XML services, and sending Storefront system messages. The production database server farm is running on SQL Server 2019 Enterprise Edition and employing the Always On Availability Group (AOAG) for failover and redundancy.

The Storefront application is also supported by a number of servers running specialized imaging applications (Pageflex Mpower). These imaging servers have been designed as a fault tolerant/load balancing solution and each server can be used to assume additional workload at any time should one of the other servers suffer a hardware failure or be taken down for maintenance.

With the hosted private cloud, Sitecore achieves capacity expansion without the need for forklift upgrades, allowing the environment to scale with load and customer requirements. Roles and functions are not tied to specific machines, creating nearly infinite flexibility with capacity, speed, and redundancy. This standardized server platform also provides transparent server maintenance resulting in increased uptime and availability.

DISASTER RECOVERY

Great care and attention are given to ensuring that should the Storefront application lose functionality, data integrity, or uptime, all the appropriate resources and data can be restored quickly with as little downtime as possible.

The Storefront disaster recovery solution is comprised of two main facilities:

1. The primary hosted and private instance of the ReliaCloud infrastructure is located in Eden Prairie, Minnesota. The environment is designed with sufficient infrastructure to withstand the loss of at least a single critical component. This is comprised of highly available virtual machines and dedicated servers running MS SQL Server Always On Availability Group (AOAG) to support Storefront's primary database workload. If one server fails, the data goes live on the other. Similarly, application files are saved to a Distributed File System (DFS) Namespace which is immediately replicated to multiple file storage systems.
2. The secondary hosted private instance of ReliaCloud is located in OneNeck's Denver, Colorado facility. This data center is comprised of always-on, always-updated replicas of critical servers and snapshots capable of being deployed to virtual machines running the same applications and utilities that are critical to operating Storefront services.

Full backups of everything connected to the Storefront production environment, supporting servers and data, are executed every week with incremental backups being executed every day. The Sitecore archival policies call for a 35 day retention period on all mission-critical data points and customer data. After the retention period, the expired data is removed, and the free space rotated back into the recovery scheme for re-use.

In addition to AOAG, all Storefront application databases are fully backed up, with transaction log backups taken every 10 minutes. The backups are encrypted and stored so that archived data can be restored.

SECURITY

Sitecore understands that security is mission critical and utilizes real time security monitoring from AlertLogic, managed by OneNeck. The Security Information and Event Management system (SIEM) provides real-time analysis of security alerts generated by applications and network hardware. The Storefront application, internal, and external infrastructure are regularly scanned for vulnerabilities. All data is sent between a user's browser and the application over HTTPS and is secured with SSL certificates issued through DigiCert. Network participants' information is protected by undergoing a SOC 2 Type 2 audit, maintaining PCI compliance, maintaining CCPA & GDPR compliance, secure software and a secure application-hosting environment.

Storefront is PCI certified as a Level 2 Service Provider and adheres to the international payment card industry (PCI) compliance standards for data security. The payment card industry data security standards (PCI DSS) are network security and business practice guidelines adopted by Visa, MasterCard, American Express, Discover Card, and JCB to establish a "minimum security standard" to protect customers' payment card information.

Obtaining PCI certification means that Sitecore has completed our annual self-assessment questionnaire (SAQ D), a quarterly network scan from an approved scan vendor (Coalfire ASV), an annual penetration test (BreachLock) and an Attestation of Compliance. In addition, independent customer solicited security questionnaires and penetration tests have been performed verifying that the company:

BUILDS AND MAINTAINS A SECURE NETWORK AND SYSTEMS

- Installs and maintains a firewall configuration to protect data
- Does not use vendor-supplied defaults for system passwords and other security parameters
- Regularly scans for network vulnerabilities

PROTECT CARDHOLDER DATA

- Protects stored data
- Encrypts transmission of cardholder data and sensitive information across public networks

MAINTAINS A VULNERABILITY MANAGEMENT PROGRAM

- Uses and regularly updates anti-virus software
- Develops and maintains secure systems and applications

IMPLEMENTS STRONG ACCESS CONTROL MEASURES

- Restricts access to data by business need-to-know
- Identifies and authenticates access to system components
- Restricts physical access to cardholder data

REGULARLY MONITORS AND TESTS NETWORKS

- Tracks and monitors all access to network resources and cardholder data
- Regularly tests security systems and processes

MAINTAINS AN INFORMATION SECURITY POLICY

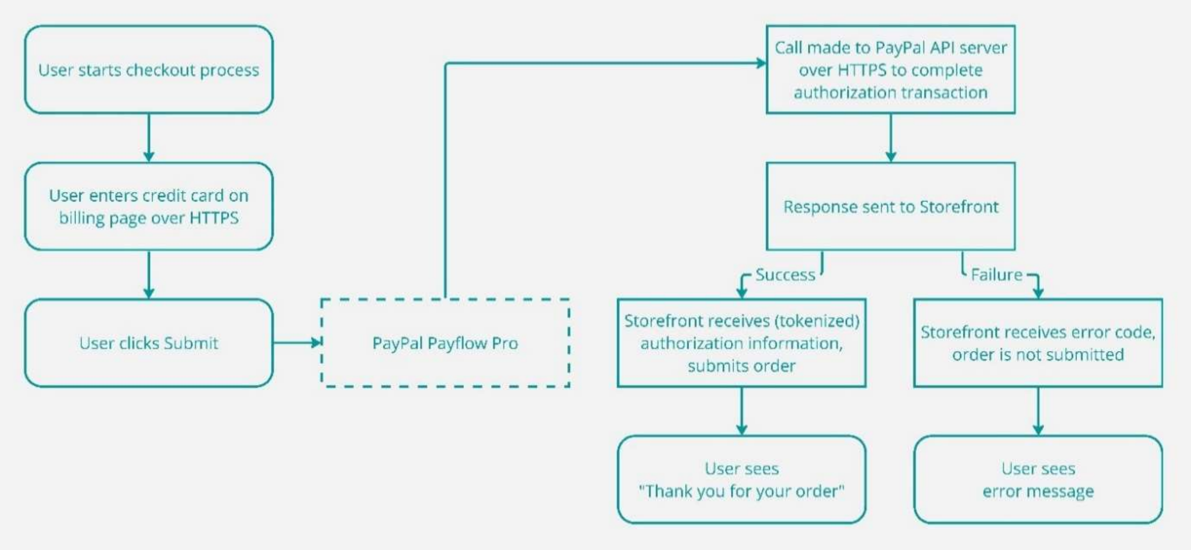
- Maintains a policy that addresses information security

INFORMATION SECURITY POLICY

TOPICS COVERED

- Purpose
- Information Security Objectives
- Scope
- Roles and Accountability
- Compliance with Customer Data Requirements
- Risk and Compliance Management
- Information Classification
- Access Control
- Acceptable Usage
- Mobile Devices and BYOD
- Network Security
- Protecting Sitecore’s ET Environment
- Removable Media Management
- Passwords
- Protecting Sitecore’s Cloud Product Environment
- Application and Software Development
- Retention and Disposal of Data
- Incident Reporting and Response
- Revisions
- Exceptions to This Policy
- Contact
- Document Control
- Acceptable Use Policy

CREDIT CARD PROCESSING


User starts checkout process
User enters credit card on billing page over HTTPS
User clicks Submit
PayPal Payflow Pro
Call made to PayPal API server over HTTPS to complete authorization transaction
Response sent to Storefront
Success
Failure
Storefront receives (tokenized) authorization information, submits order
Storefront receives error code, order is not submitted
User sees "Thank you for your order"
User sees error message

Payments by credit card are primarily supported in Storefront using PayPal technology. The flowchart above is an example of the credit card flow and behaves the same for all credit card processing. When an order is placed with a credit card payment, the data is transmitted to PayPal for processing, and once authorized, the web server communicates with the database server to store non-sensitive and masked cardholder information along with the reference token. Because Storefront leverages reference transactions, the credit card number is not stored in the Storefront database. The credit cards are stored in memory until the order is submitted, and are never persisted or transmitted over a network. Once the order is submitted, the buyer receives order confirmation details. Authorized users are then able to log in to the Storefront application via HTTPS and view order information, including the last four digits of the credit card number.

The following credit card processing mechanisms and endpoints are used:

PAYPAL PAYFLOW PRO
Sitecore has developed this capability with the provided Payflow Pro SDK. The endpoint is payflowpro.paypal.com.

PAYPAL PAYMENTS PRO
Sitecore has developed this capability with the provided PayPal SDK. The endpoints used by this library are https://api.paypal.com/2.0/ and https://api-aa.paypal.com/2.0/

IPSI
Sitecore has developed this capability with the provided IPSI API. The endpoint used is https://gateway.ipsi.com.au/v1.0

CardConnect
Sitecore has developed this capability with the provided CardConnect API. The endpoint used is https://fts.cardconnect.com:443/cardconnect/rest/

Transafe
Sitecore has developed this capability with the provided Transafe API. The endpoint used is https://live.transafe.com

PCI COMPLIANCE STATEMENT

Storefront is currently PCI DSS Level 2 compliant. Level 2 Compliance means that Sitecore must complete the following:

A SELF-ASSESSMENT QUESTIONNAIRE (SAQ-D)

The Sitecore security team annually updates our Information Security Policy. The Storefront infrastructure team performs an internal audit against the most recent PCI Data Security Standard and completes the self-assessment questionnaire (SAQ D). The Storefront application is not eligible for validation under the Payment Application DSS (PA-DSS) because it is strictly a software as a service (SAAS) product and it is not sold, distributed, or licensed to third parties.

QUARTERLY NETWORK SCAN BY AN APPROVED SCAN VENDOR (ASV)

Sitecore has leveraged a PCI ASV, Coalfire, and a web application scanning service from Rapid 7 to assist in monitoring and maintaining Level 2 compliance. The Coalfire service performs monthly scans against the Storefront network and the Rapid 7 service scans the application to ensure that the physical network and application are secure and in compliance. In addition to Sitecore-commissioned tests, customers have and are encouraged to perform their own security testing provided such tests are scheduled with the Storefront infrastructure team and are conducted during off-peak activity hours. The ASV scan report is found on page 24 of this document.

ATTESTATION OF COMPLIANCE FORM

The attestation of compliance is a signed document from a Sitecore security officer stating that the company follows best security practices and is compliant with the Payment Card Industry Data Security Standard Requirements and Security Assessment Procedures. Sitecore's Attestation of Compliance is included in this document on pages 13-23.

Additional documentation can be obtained from Sitecore by an authorized security officer. If you have any other questions or concerns regarding PCI compliance, please have a member of your security team contact **datacompliance@sitecore.com**, or, if you are a Storefront customer, please submit a case.

Payment Card Industry (PCI)

Data Security Standard

Attestation of Compliance for Self-Assessment Questionnaire D – Service Providers

For use with PCI DSS Version 3.2.1

Revision 2

September 2022

Document Changes

Date	PCI DSS Version	SAQ Revision	Description
September 2022	3.2.1	2.0	Updated to reflect the inclusion of UnionPay as a Participating Payment Brand.

Section 1: Assessment Information

Instructions for Submission

This document must be completed as a declaration of the results of the service provider's self-assessment with the *Payment Card Industry Data Security Standard Requirements and Security Assessment Procedures (PCI DSS).* Complete all sections: The service provider is responsible for ensuring that each section is completed by the relevant parties, as applicable. Contact the requesting payment brand for reporting and submission procedures.

Part 1. Service Provider and Qualified Security Assessor Information

Part 1a. Service Provider Organization Information

Company Name:	Sitecore USA		DBA (doing business as):	Storefront by Four51	
Contact Name:	Zeb Qadri		Title:	Chief Cyber Security Officer	
Telephone:	1-855-748-3267		E-mail:	zeb.qadri@sitecore.com	
Business Address:	101 California Street, Suite 1600		City:	San Francisco	
State/Province:	California	Country:	United States	Zip:	94111
URL:	www.sitecore.com				

Part 1b. Qualified Security Assessor Company Information (if applicable)

Company Name:					
Lead QSA Contact Name:			Title:		
Telephone:			E-mail:		
Business Address:			City:		
State/Province:		Country:		Zip:	
URL:					

Part 2. Executive Summary

Part 2a. Scope Verification

Services that were INCLUDED in the scope of the PCI DSS Assessment (check all that apply):

Name of service(s) assessed:	Storefront by Four51
Type of service(s) assessed:	

Hosting Provider:	**Managed Services (specify):**	**Payment Processing:**
□ Applications / software	□ Systems security services	□ POS / card present
□ Hardware	□ IT support	☑ Internet / e-commerce
□ Infrastructure / Network	□ Physical security	□ MOTO / Call Center
□ Physical space (co-location)	□ Terminal Management System	□ ATM
□ Storage	□ Other services (specify):	□ Other processing (specify):
☑ Web		
□ Security services		
□ 3-D Secure Hosting Provider		
□ Shared Hosting Provider		
□ Other Hosting (specify):		
□ Account Management	□ Fraud and Chargeback	□ Payment Gateway/Switch
□ Back-Office Services	□ Issuer Processing	□ Prepaid Services
□ Billing Management	□ Loyalty Programs	□ Records Management
□ Clearing and Settlement	□ Merchant Services	□ Tax/Government Payments
□ Network Provider		
□ Others (specify):		

***Note**: These categories are provided for assistance only, and are not intended to limit or predetermine an entity's service description. If you feel these categories don't apply to your service, complete "Others."*

If you're unsure whether a category could apply to your service, consult with the applicable payment brand.

Part 2a. Scope Verification *(continued)*

Services that are provided by the service provider but were NOT INCLUDED in the scope of the PCI DSS Assessment (check all that apply):

Name of service(s) not assessed:	

Type of service(s) not assessed:

Hosting Provider:	**Managed Services (specify):**	**Payment Processing:**
□ Applications / software	□ Systems security services	□ POS / card present
□ Hardware	□ IT support	□ Internet / e-commerce
□ Infrastructure / Network	□ Physical security	□ MOTO / Call Center
□ Physical space (co-location)	□ Terminal Management System	□ ATM
□ Storage	□ Other services (specify):	□ Other processing (specify):
□ Web		
□ Security services		
□ 3-D Secure Hosting Provider		
□ Shared Hosting Provider		
□ Other Hosting (specify):		
□ Account Management	□ Fraud and Chargeback	□ Payment Gateway/Switch
□ Back-Office Services	□ Issuer Processing	□ Prepaid Services
□ Billing Management	□ Loyalty Programs	□ Records Management
□ Clearing and Settlement	□ Merchant Services	□ Tax/Government Payments
□ Network Provider		
□ Others (specify):		

Provide a brief explanation why any checked services were not included in the assessment:	

Part 2b. Description of Payment Card Business

Describe how and in what capacity your business stores, processes, and/or transmits cardholder data.	SaaS e-commerce platform that enables distributors (sellers) to provide a purchasing interface/shopping cart for their buyers. Via Four51, distributor's customers (buyer) place an order and the credit card authorization is handled by a third-party payment gateway (usually PayPal) or Storefront passes the encrypted card number using private/public key in a cXML Order Request. Storefront does not store or process credit card details, but it does store the authorization code received from the payment gateway for transaction reference.
Describe how and in what capacity your business is otherwise involved in or has the ability to impact the security of cardholder data.	

Part 2c. Locations

List types of facilities (for example, retail outlets, corporate offices, data centers, call centers, etc.) and a summary of locations included in the PCI DSS review.

Type of facility	Number of facilities of this type	Location(s) of facility (city, country)
Example: Retail outlets	*3*	*Boston, MA, USA*
OneNeck ReliaCloud Hosting Facility	2	Eden Prairie, MN : Denver, CO (DR)

Part 2d. Payment Applications

Does the organization use one or more Payment Applications? ☐ Yes ☑ No

Provide the following information regarding the Payment Applications your organization uses:

Payment Application Name	Version Number	Application Vendor	Is application PA-DSS Listed?	PA-DSS Listing Expiry date (if applicable)
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	
			☐ Yes ☐ No	

Part 2e. Description of Environment

Provide a ***high-level*** description of the environment covered by this assessment. *For example:* • *Connections into and out of the cardholder data environment (CDE).* • *Critical system components within the CDE, such as POS devices, databases, web servers, etc., and any other necessary payment components, as applicable.*	
Does your business use network segmentation to affect the scope of your PCI DSS environment? *(Refer to "Network Segmentation" section of PCI DSS for guidance on network segmentation)*	☑ Yes ☐ No

Part 2f. Third-Party Service Providers

Does your company have a relationship with a Qualified Integrator Reseller (QIR) for the purpose of the services being validated?	☐ Yes ☑ No
If Yes:	
Name of QIR Company:	
QIR Individual Name:	
Description of services provided by QIR:	

Part 2f. Third-Party Service Providers (Continued)	
Does your company have a relationship with one or more third-party service providers (for example, Qualified Integrator & Resellers (QIR), gateways, payment processors, payment service providers (PSP), web-hosting companies, airline booking agents, loyalty program agents, etc.) for the purpose of the services being validated?	☑ Yes ☐ No
If Yes:	
Name of service provider:	**Description of services provided:**
OneNeck ReliaCloud	Private cloud infrastructure, hosting, and maintenance
Note: *Requirement 12.8 applies to all entities in this list.*	

Part 2g. Summary of Requirements Tested

For each PCI DSS Requirement, select one of the following:

- Full – The requirement and all sub-requirements were assessed for that Requirement, and no sub-requirements were marked as "Not Tested" or "Not Applicable" in the SAQ.
- Partial – One or more sub-requirements of that Requirement were marked as "Not Tested" or "Not Applicable" in the SAQ.
- None – All sub-requirements of that Requirement were marked as "Not Tested" and/or "Not Applicable" in the SAQ.

For all requirements identified as either "Partial" or "None," provide details in the "Justification for Approach" column, including:

- Details of specific sub-requirements that were marked as either "Not Tested" and/or "Not Applicable" in the SAQ
- Reason why sub-requirement(s) were not tested or not applicable

Note: *One table to be completed for each service covered by this AOC. Additional copies of this section are available on the PCI SSC website.*

Name of Service Assessed:	

PCI DSS Requirement	**Details of Requirements Assessed**			
	Full	**Partial**	**None**	**Justification for Approach** (Required for all "Partial" and "None" responses. Identify which sub-requirements were not tested and the reason.)
Requirement 1:	☑	□	□	
Requirement 2:	☑	□	□	
Requirement 3:	☑	□	□	
Requirement 4:	☑	□	□	
Requirement 5:	☑	□	□	
Requirement 6:	☑	□	□	
Requirement 7:	☑	□	□	
Requirement 8:	☑	□	□	
Requirement 9:	☑	□	□	
Requirement 10:	☑	□	□	
Requirement 11:	☑	□	□	
Requirement 12:	☑	□	□	
Appendix A1:	☑	□	□	
Appendix A2:	☑	□	□	

Section 2: Self-Assessment Questionnaire D – Service Providers

This Attestation of Compliance reflects the results of a self-assessment, which is documented in an accompanying SAQ.

The assessment documented in this attestation and in the SAQ was completed on:	11/3/2023	
Have compensating controls been used to meet any requirement in the SAQ?	□ Yes	☑ No
Were any requirements in the SAQ identified as being not applicable (N/A)?	☑ Yes	□ No
Were any requirements in the SAQ identified as being not tested?	□ Yes	☑ No
Were any requirements in the SAQ unable to be met due to a legal constraint?	□ Yes	☑ No

Section 3: Validation and Attestation Details

Part 3. PCI DSS Validation

This AOC is based on results noted in SAQ D (Section 2), dated *(SAQ completion date).*

Based on the results documented in the SAQ D noted above, the signatories identified in Parts 3b-3d, as applicable, assert(s) the following compliance status for the entity identified in Part 2 of this document: (***check one):***

☑ **Compliant:** All sections of the PCI DSS SAQ are complete, all questions answered affirmatively, resulting in an overall **COMPLIANT** rating; thereby *(Service Provider Company Name)* has demonstrated full compliance with the PCI DSS.

□ **Non-Compliant:** Not all sections of the PCI DSS SAQ are complete, or not all questions are answered affirmatively, resulting in an overall **NON-COMPLIANT** rating, thereby *(Service Provide Company Name)* has not demonstrated full compliance with the PCI DSS.

Target Date for Compliance:

An entity submitting this form with a status of Non-Compliant may be required to complete the Action Plan in Part 4 of this document. *Check with the payment brand(s) before completing Part 4.*

□ **Compliant but with Legal exception:** One or more requirements are marked "No" due to a legal restriction that prevents the requirement from being met. This option requires additional review from acquirer or payment brand.

If checked, complete the following:

Affected Requirement	Details of how legal constraint prevents requirement being met

Part 3a. Acknowledgement of Status

Signatory(s) confirms:

(Check all that apply)

☑ PCI DSS Self-Assessment Questionnaire D, Version *(version of SAQ)*, was completed according to the instructions therein.

☑ All information within the above-referenced SAQ and in this attestation fairly represents the results of my assessment in all material respects.

☑ I have confirmed with my payment application vendor that my payment system does not store sensitive authentication data after authorization.

☑ I have read the PCI DSS and I recognize that I must maintain PCI DSS compliance, as applicable to my environment, at all times.

☑ If my environment changes, I recognize I must reassess my environment and implement any additional PCI DSS requirements that apply.

Part 3a. Acknowledgement of Status (continued)

☑	No evidence of full track data[1], CAV2, CVC2, CVN2, CVV2, or CID data[2], or PIN data[3] storage after transaction authorization was found on ANY system reviewed during this assessment.
☑	ASV scans are being completed by the PCI SSC Approved Scanning Vendor *(ASV Name)*

Part 3b. Service Provider Attestation

DocuSigned by:
Zeb Qadri
625EA07FD77D437...

Signature of Service Provider Executive Officer ↑	*Date:* 09 November 2023
Service Provider Executive Officer Name: Zeb Qadri	*Title:* Chief Cyber Security Officer

Part 3c. Qualified Security Assessor (QSA) Acknowledgement (if applicable)

If a QSA was involved or assisted with this assessment, describe the role performed:	

Signature of Duly Authorized Officer of QSA Company ↑	*Date:*
Duly Authorized Officer Name:	*QSA Company:*

Part 3d. Internal Security Assessor (ISA) Involvement (if applicable)

If an ISA(s) was involved or assisted with this assessment, identify the ISA personnel and describe the role performed:	

[1] Data encoded in the magnetic stripe or equivalent data on a chip used for authorization during a card-present transaction. Entities may not retain full track data after transaction authorization. The only elements of track data that may be retained are primary account number (PAN), expiration date, and cardholder name.

[2] The three- or four-digit value printed by the signature panel or on the face of a payment card used to verify card-not-present transactions.

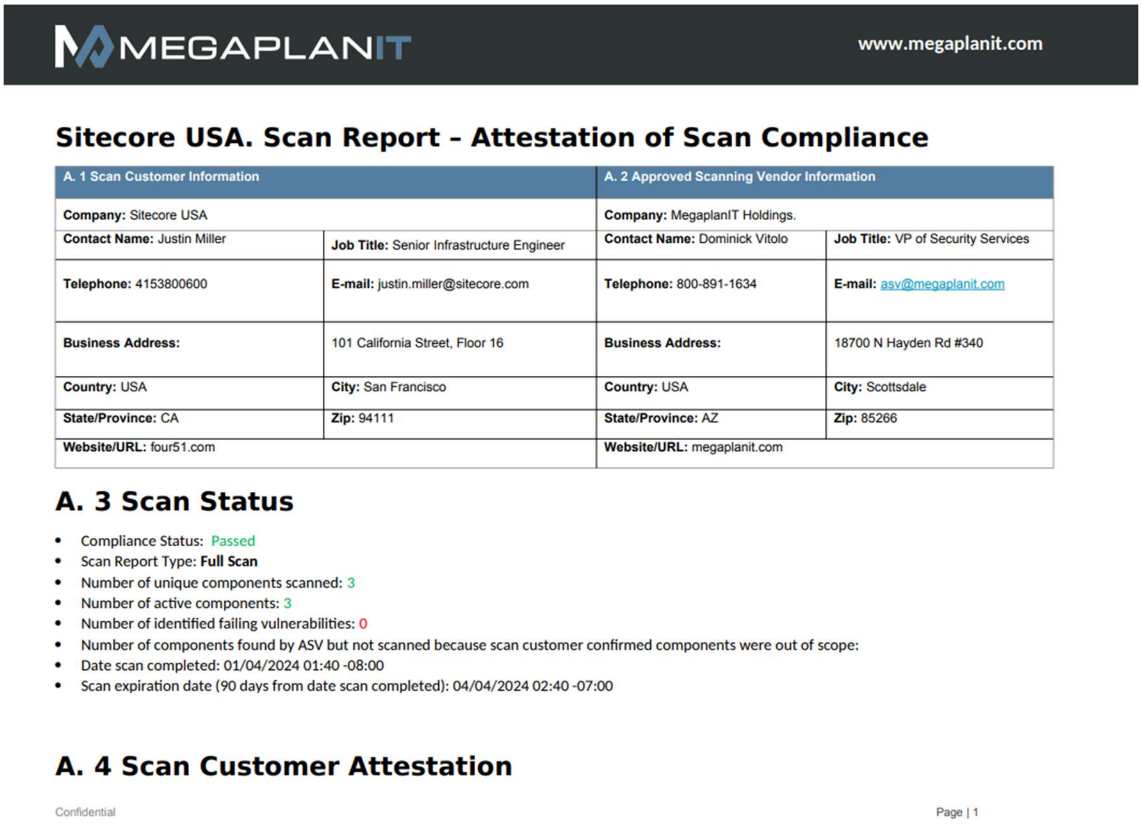
[3] Personal identification number entered by cardholder during a card-present transaction, and/or encrypted PIN block present within the transaction message.

Part 4. Action Plan for Non-Compliant Requirements

Select the appropriate response for “Compliant to PCI DSS Requirements” for each requirement. If you answer “No” to any of the requirements, you may be required to provide the date your Company expects to be compliant with the requirement and a brief description of the actions being taken to meet the requirement.

Check with the applicable payment brand(s) before completing Part 4.

PCI DSS Requirement	**Description of Requirement**	**Compliant to PCI DSS Requirements** (Select One)		**Remediation Date and Actions** (If “NO” selected for any Requirement)
		YES	**NO**	
1	Install and maintain a firewall configuration to protect cardholder data	☑	□	
2	Do not use vendor-supplied defaults for system passwords and other security parameters	☑	□	
3	Protect stored cardholder data	☑	□	
4	Encrypt transmission of cardholder data across open, public networks	☑	□	
5	Protect all systems against malware and regularly update anti-virus software or programs	☑	□	
6	Develop and maintain secure systems and applications	☑	□	
7	Restrict access to cardholder data by business need to know	☑	□	
8	Identify and authenticate access to system components	☑	□	
9	Restrict physical access to cardholder data	☑	□	
10	Track and monitor all access to network resources and cardholder data	☑	□	
11	Regularly test security systems and processes	☑	□	
12	Maintain a policy that addresses information security for all personnel	☑	□	
Appendix A1	Additional PCI DSS Requirements for Shared Hosting Providers	☑	□	
Appendix A2	Additional PCI DSS Requirements for Entities using SSL/early TLS for Card-Present POS POI Terminal Connections.	☑	□	



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Sitecore USA. Scan Report – Attestation of Scan Compliance

A. 1 Scan Customer Information		A. 2 Approved Scanning Vendor Information	
Company: Sitecore USA		**Company:** MegaplanIT Holdings.	
Contact Name: Justin Miller	**Job Title:** Senior Infrastructure Engineer	**Contact Name:** Dominick Vitolo	**Job Title:** VP of Security Services
Telephone: 4153800600	**E-mail:** justin.miller@sitecore.com	**Telephone:** 800-891-1634	**E-mail:** asv@megaplanit.com
Business Address:	101 California Street, Floor 16	**Business Address:**	18700 N Hayden Rd #340
Country: USA	**City:** San Francisco	**Country:** USA	**City:** Scottsdale
State/Province: CA	**Zip:** 94111	**State/Province:** AZ	**Zip:** 85266
Website/URL: four51.com		**Website/URL:** megaplanit.com	

A. 3 Scan Status

- Compliance Status: Passed
- Scan Report Type: **Full Scan**
- Number of unique components scanned: 3
- Number of active components: 3
- Number of identified failing vulnerabilities: 0
- Number of components found by ASV but not scanned because scan customer confirmed components were out of scope:
- Date scan completed: 01/04/2024 01:40 -08:00
- Scan expiration date (90 days from date scan completed): 04/04/2024 02:40 -07:00

A. 4 Scan Customer Attestation

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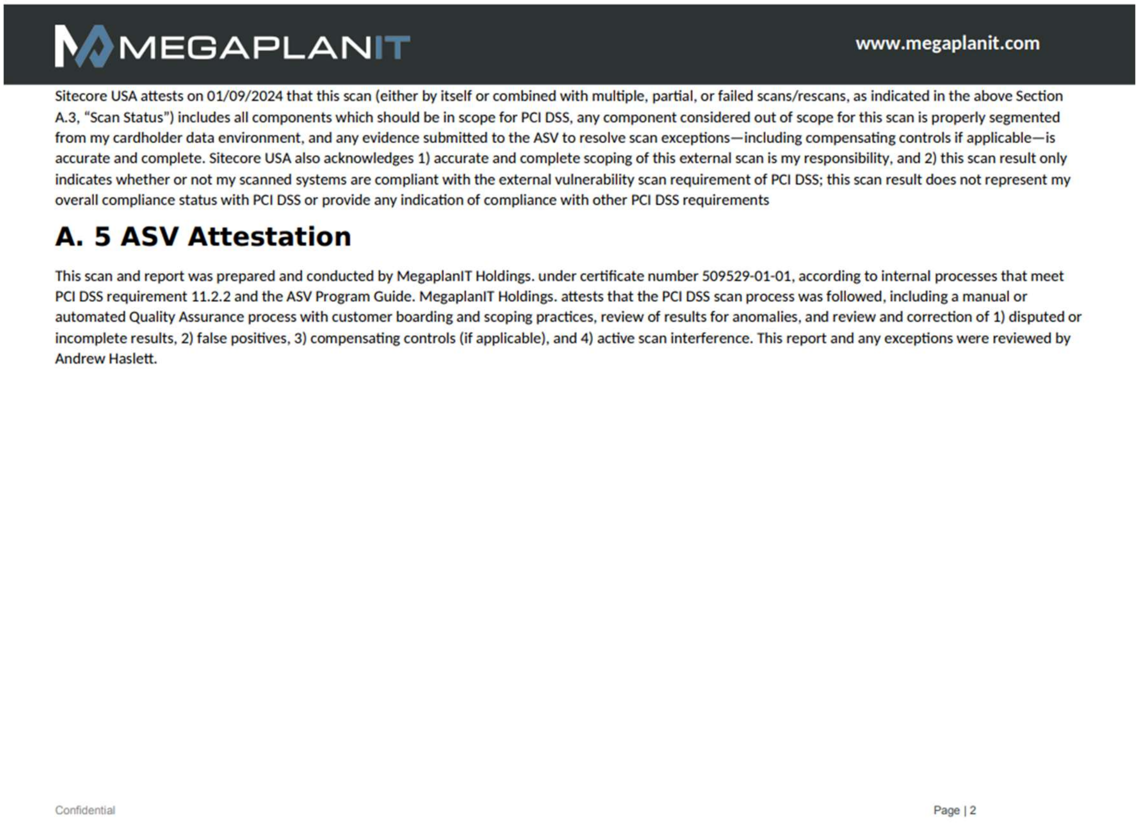

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Sitecore USA attests on 01/09/2024 that this scan (either by itself or combined with multiple, partial, or failed scans/rescans, as indicated in the above Section A.3, "Scan Status") includes all components which should be in scope for PCI DSS, any component considered out of scope for this scan is properly segmented from my cardholder data environment, and any evidence submitted to the ASV to resolve scan exceptions—including compensating controls if applicable—is accurate and complete. Sitecore USA also acknowledges 1) accurate and complete scoping of this external scan is my responsibility, and 2) this scan result only indicates whether or not my scanned systems are compliant with the external vulnerability scan requirement of PCI DSS; this scan result does not represent my overall compliance status with PCI DSS or provide any indication of compliance with other PCI DSS requirements

A. 5 ASV Attestation

This scan and report was prepared and conducted by MegaplanIT Holdings. under certificate number 509529-01-01, according to internal processes that meet PCI DSS requirement 11.2.2 and the ASV Program Guide. MegaplanIT Holdings. attests that the PCI DSS scan process was followed, including a manual or automated Quality Assurance process with customer boarding and scoping practices, review of results for anomalies, and review and correction of 1) disputed or incomplete results, 2) false positives, 3) compensating controls (if applicable), and 4) active scan interference. This report and any exceptions were reviewed by Andrew Haslett.

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INCIDENT RESPONSE PLAN

The Sitecore incident response plan specifies a process for discovering, remediating and reporting incidents of application failure or a breach of security.

INCIDENT TYPES

Application service failures | Breach of personal information | Denial of service | Excessive port scans | Firewall breach | Misuse of service | System failures | Virus Outbreak | Storage Capacity | Unauthorized Wireless Access Point | System attach or compromise

INCIDENT DISCOVERY

- Monitor Storefront application and supporting services for log irregularities, performance and uptime
- Monitor OneNeck, Rapid7, and Open Web Application Security Project (OWASP) and advisories for software/hardware patches, security industry advisories and security alerts
- OneNeck uses AlertLogic to monitor all server and IIS logs for irregularities and alerts staff to potential security issues
- Monitor physical access logs
- Schedule responsible personnel for incident response 24x7

SCHEDULED MAINTENANCE COMMUNICATIONS

Scheduled maintenance is a planned and deliberate event for the purpose of updating and/or performing maintenance to the Storefront application and/or hardware infrastructure. A regularly scheduled maintenance window for the dev/test environments is set for the first Saturday following Microsoft's "Patch Tuesday", between 11:00 pm – 2:00 am CT. The maintenance window for the production environment is set for the third Saturday following Patch Tuesday, between 11:00 pm – 2:00 am CT. Patch Tuesday occurs on the second, and sometimes fourth Tuesday of each month in North America. Additional maintenance may be necessary outside of this window, and whenever possible, will be scheduled after normal business hours typically between 11:00 pm and 4:00 am CT.

In the event of any scheduled maintenance, the following information will be posted for subscribers of status.four51.com: Date, time and expected duration of maintenance.

In the event of scheduled maintenance for the purposes of release notifications, the information is also posted to admin users within the application.

RECOVERY COMMUNICATIONS

In order to rapidly recover from potential unplanned system outages, the following procedures will be followed in the event of a system failure:

STOREFRONT APPLICATION AND ADDITIONAL SERVICES INACCESSIBLE

- The Storefront infrastructure team is notified via application monitoring utilities of the system failure
- The page at status.four51.com is updated
- Subscribers to the page at status.four51.com can choose whether to receive email or text alerts on status updates to specific Storefront services.
- The service status is updated to eventually include start and end time of outage, duration, cause of failure, and any risk mitigation taken to prevent further outages.
- When possible, a splash page will be activated, indicating the application is unavailable, and, if known, time of restored services.