Trust in Cloud Service Contracts
Project 14
NA Team - Legal

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Workgroup members

- **Researcher**
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- **Independent Researcher**
  - Robert McLelland, Delta Museum & Archives Society

- **Graduate Research Assistants**
  - Jessica Bushey, UBC
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Research object

Contract
as a tool to build
Trust
in the Cloud

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Research Activities to Date

- Cloud Service Contracts: An Issue of Trust

[Canadian Journal of Library and Information Science (CJLIS),

Special Issue on Data, Records and Archives in the Cloud, June 2015]

- Annotated bibliography

*Available InterPARES Trust Research Area

https://interparestrust.org/docs/file/
    NA14_20150505_CloudServiceProviderContracts_NAWorkshop5_AnnotatedBibliography.pdf

- Draft Checklist for Cloud Contracts v1.1

*Available InterPARES Trust Research Area

https://interparestrust.org/docs/file/
    NA14_20150511_CloudServiceProviderContracts_NAWorkshop5_Checklist_v1-1.pdf

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Selected contracts

- Boilerplate contracts
- Cloud Services relevant for RM and archivists
  - Organizational and Institutional contracts
- Contractual (binding) documents
  - No marketing material
  - Terms of Service (ToS)
  - Service Level Agreement (SLA)
  - Privacy Policy, Acceptable Use Policy, Security Terms…
- Jurisdiction
  - Canada – US – Europe

Companies

- Amazon.com (USA) - tested
- SAP (Belgium) - tested
- Egnyte (USA)
- Bluelock (USA)
- Dropbox (USA) - tested
- GoGrid (USA)
- Rackspace (USA) - tested
- Google (USA) - tested
- CityNetwork (Sweden)
- Pathway Communications (Canada)
- ProfitBricks (USA)

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Research Product

- Check-list for record managers and archivists to:
  - gain an understanding of boilerplate cloud contracts
  - verify if potential cloud contracts meet their needs
  - clarify recordkeeping needs to legal and IT departments
  - communicate recordkeeping needs to cloud providers

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Check-list Areas

- Agreement
- Data ownership
- Availability, retrieval and use
- Data storage and preservation
- Data retention and disposition
- Security, Confidentiality and Privacy
- Data location and cross-border data flows
- End of Service - Contract termination

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Next steps

- Receive feedback from IPTrust Researchers and revise Checklist.

Shout outs to:

Shadrack Katuu,

Weimei Pan,

Pat Franks and Alan Doyle, and

Stuart Rennie.

- Complete Final Report.

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