

December 10, 2020

Rackspace  
1 Fanatical Pl  
San Antonio, TX 78218

Based upon representation from management as to the accuracy and completeness of information provided, the procedures performed by an Authorized External Assessor to validate such information, and HITRUST's independent confirmation that the work was performed in accordance with the HITRUST® CSF Assurance Program, the following systems, locations, and supporting infrastructure of the Organization ("Scope") meet the HITRUST CSF® v9.3 certification criteria:

Rackspace: Managed Dedicated Customer Support Environment, Managed Public Cloud Support Environment, and Rackspace Managed Security Support Environment. In-scope data centers include: Chicago, IL (ORD1); Richardson, TX (DFW3); Ashburn, VA (IAD3); Crawley, England (LON5); New South Wales, Australia (SYD2); San Jose, CA (SJC2); Singapore (SIN2); Shanghai, China (SHA3); Somerset, NJ (NYC2); Kansas City, MO (MCI1); Woking, England (LON9); London, England (LON7); Kubik, England (LON3); Slough, England (LON6); New Territories, Hong Kong (HKG2); Frankfurt, Germany (FRA2); Frankfurt, Germany (FRA1); and Somerset, NJ (NYC1)

The certification is valid for a period of two years assuming the following occurs:

- A monitoring program is in place to determine if the controls continue to operate effectively over time,
- Annual progress is being made on areas identified in the Corrective Action Plan(s) (CAPs),
- No data security breach reportable to a federal or state agency by law or regulation has occurred,
- No significant changes in the business or security policies, practices, controls, and processes have occurred that might impact its ability to meet the HITRUST CSF certification criteria, and
- Timely completion of the interim assessment as defined in the HITRUST CSF Assurance Program Requirements.

HITRUST has developed the HITRUST CSF, a certifiable framework that provides organizations with the needed structure, detail and clarity relating to information protection. With input from leading organizations within the industry, HITRUST identified a subset of the HITRUST CSF control requirements that an organization must meet to be HITRUST CSF Certified. For those HITRUST CSF control requirements that are not currently being met, the Organization must have a CAP that outlines its plans for meeting such requirements.



6175 Main Street  
Suite 400  
Frisco, TX 75034

HITRUST performs a quality assurance review consistent with the HITRUST CSF Assurance Program requirements to ensure that the scores are consistent with the testing performed by the Authorized External Assessor. In addition to the full report that follows, users of the report can refer to the document [Leveraging HITRUST CSF Assessment Reports: A Guide for New Users](#) for questions on interpreting the results contained herein or contact HITRUST customer support at [support@hitrustalliance.net](mailto:support@hitrustalliance.net). Users of this report are also assumed to be familiar with and understand the services provided by the Organization listed above, and what specific services are being used by the user organization.

A full copy of the HITRUST CSF Certification Report has also been issued to the organization listed above; if interested in obtaining a copy of the full report, you will need to contact the organization directly. A version of this letter with a more detailed scope description has also been issued by HITRUST which can also be requested from the organization listed above directly. Additional information on the HITRUST CSF Certification program can be found at the HITRUST website at <https://hitrustalliance.net>.

A stylized, handwritten signature of the word "HITRUST" in dark ink.

HITRUST