

commercetools leveraging Humio for log management

As our customer base grows rapidly each year, commercetools collects multiple petabytes of logs. In order to continue delivering the excellence of services and security you expect from commercetools, we have decided to engage a third-party managed service for file logging. This will ensure ongoing, secure scalability and reliable support services.

Beginning January 2022, commercetools will use logging services provided by the Humio platform (a cloud-based service provided by CrowdStrike) as our new sub-processor/sub-contractor. CrowdStrike, one of the world's leading cybersecurity providers, acquired Humio in 2021. You can read more about the acquisition here: <https://www.humio.com/humio-crowdstrike>

Humio offers a logging platform that commercetools will use for ingesting, parsing, querying and performing analytics on service application and infrastructure logs. These logs are then used for debugging, troubleshooting, auditing, reporting and detecting unexpected application behavior. With Humio we will:

- Streamline our incident process, enabling us to respond faster to any queries.
- Reduce the Mean Time to Detect (MTTD) and Mean Time to Resolve (MTTR), resulting in increased availability and reliability.
- Have logs available in near-real time for querying/analyzing (e.g. for support, debugging, incident response tasks).
- Have dedicated resources and experience to focus on just log management. This keeps commercetools engineering teams focused on core product development.
- Use a purpose-built platform for the scale of today's data volumes (traditional logging solutions manage logging like a general-purpose database, using computationally- and hardware-expensive indexing).
- Simplify our analysis process and increase the speed at which data can be applied throughout the business by engaging a centralized and managed logging service.

More information about Humio services can be found here <https://www.humio.com/faq/>.

Data processed by Humio

Incidental to the purpose of processing logs of our commercetools Platform, Humio may gain access to service data, including personal data provided by our customers. Examples of data that may be in the logs include: timestamps, token IDs, email addresses, user agents, usernames, account IDs, names, IP addresses, provisioned data relating to infrastructure, orders, tickets, agents and other types of data. Regardless, commercetools takes reasonable efforts to redact all personal data from logs prior to sending the data to Humio. The exception is IP addresses, which may be needed in some cases for analyzing incidents and suspicious usage of the commercetools platform.

Our commitment to IT security and data privacy

commercetools selected Humio after evaluating several service providers for log management, with a special focus on security and compliance with data privacy standards. We have undertaken appropriate due diligence and are satisfied that Humio is taking IT security and data privacy as seriously as we do:

Humio, as part of CrowdStrike, meets the highest standards for secure technology, data privacy and compliance with regulatory requirements — on a global level. More information on how Humio and CrowdStrike process personal data can be found here: <https://www.crowdstrike.com/privacy-notice/#Protection>.

Humio Cloud Services can be used in accordance with our existing regional CT Platform regional locations. Hence, data processing by Humio will be kept within the territorial region for which customers have subscribed (in Europe, US or Australia, accordingly).

We have a data processing agreement in place with Humio which imposes the same data protection obligations to Humio as we have set out with our customers. It ensures that Humio implements appropriate technical and organizational measures (TOMs) so that the processing meets our obligations to our customers as well as GDPR requirements (in accordance with Art 28 GDPR). These TOMs include:

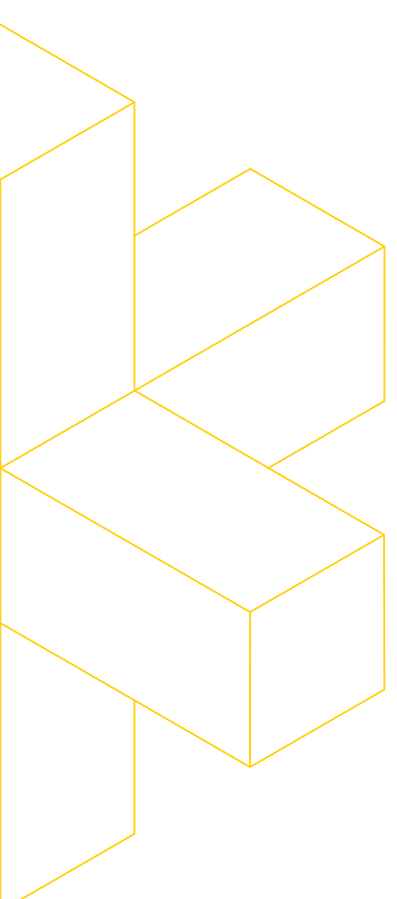
- Encrypted data in transit and at rest
- Secure access with Role-Based Access Control (RBAC)
- High availability with replication, node redundancy and failovers
- Compliance with international IT security standards, e.g. SOC2

About commercetools

commercetools is the world's leading platform for next-generation B2C and B2B commerce. To break the market out of being restrained by legacy suites, commercetools invented a headless, API-first, multi-tenant SaaS commerce platform that is cloud-native and uses flexible microservices. Using modern development building blocks in a true cloud platform provided by commercetools, customers can deliver the best commerce experiences across every touchpoint on a large scale.

commercetools has offices across the US, Europe, and Asia Pacific, with headquarters in Germany. Since 2010, commercetools software has been implemented by Fortune 500 companies across industries, from retail to manufacturing and from telecommunications to fashion.

For any further enquiries contact security@commercetools.com



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