Database Hosting Responsibility Agreement

EC-DSRA-260902

Sep --, 20--

Euro Cloud

DSRA Details- Pages (6)

From	To
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Declaration

This agreement defines the infrastructure, security, operational, and legal responsibilities when a customer chooses to host the operational database of the Euro Cloud platform within their own infrastructure (On-Premise, Private Data Center, or Private Cloud). Euro Cloud is a Software as a Service (SaaS) platform operated by A PLUS FOR INFORMATION TECHNOLOGY.

In this deployment model, only the Microsoft SQL Server database is hosted within the customer environment while all application services remain hosted within the Euro Cloud managed cloud infrastructure.

1.Customer Deployment Information – Model B

Customer Organization Name	
Country / Data Center Location	
Infrastructure Type (On-Premise / Private Data Center / Private Cloud)	
Database Server Hostname	
Database Server IP Address	
Operating System	
SQL Server Version (Recommended: SQL Server 2025)	
Deployment Date	

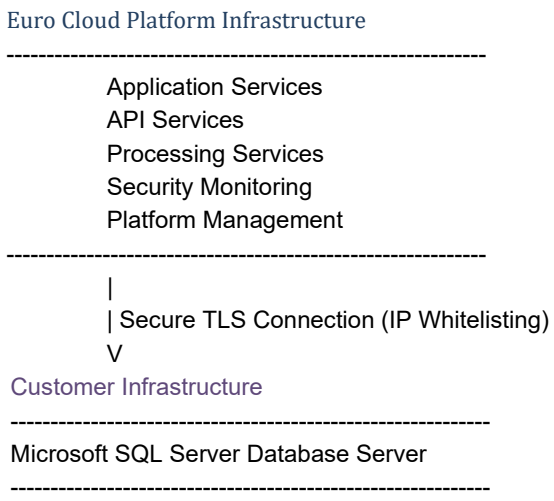
2.Deployment Model

Euro Cloud supports two deployment models:

- Model **A** – Full Cloud Deployment (**Recommended**)
  All platform components including application services, APIs, processing services, monitoring, and databases are hosted within Euro Cloud managed infrastructure.

- Model **B** – Customer Hosted Database
  In this model only the database server is hosted within the customer infrastructure while all application services remain within the Euro Cloud platform.

3.Architecture Overview



No application servers such as IIS, API servers, or platform processing services are deployed within the customer infrastructure.

4.Recommended Database Server Specifications

Component	Minimum	Recommended
CPU	16 Cores	32 Cores Intel Xeon Gold or higher
RAM	128 GB	256 GB or higher
Storage	Enterprise SSD	Enterprise NVMe / High Performance SSD
Operating System	Windows Server 2022	Windows Server 2025
Database Engine	SQL Server 2022	SQL Server 2025
Network	1 Gbps	10 Gbps
RAID	RAID 10	RAID 10

5.Storage Architecture

- Model **B** – Customer Hosted Database
- RAID 10 recommended for database storage
- Separate volumes for Data, Logs, and TempDB
- Enterprise SSD or NVMe storage recommended
- NAS may be used only for backup storage
- NAS must NOT be used as primary database storage

6.Network Requirements

- Database server must **NOT** be publicly exposed to the internet
- Access allowed only from approved Euro Cloud IP addresses (IP Whitelisting)
- Protocol: TCP
- Port: 1433 (SQL Server)
- Encryption: TLS 1.2 or higher
- Firewall rules must restrict access strictly to Euro Cloud IP ranges

7.Security Responsibilities

Customer Responsibilities

- Operating system hardening
- SQL Server patch management
- Firewall configuration
- Access control and identity management
- Security monitoring and alerting
- Audit logging for administrative and database activity
- All infrastructure management activities must be performed by the customer's internal IT or infrastructure team

Euro Cloud Access Policy

- Euro Cloud personnel do not require administrative access to the customer infrastructure.
- No VPN, RDP, SSH, or direct server access is required or requested by Euro Cloud staff.
- In exceptional cases such as maintenance, troubleshooting, or Platform updates, access may be granted temporarily to Euro Cloud personnel with the customer's approval and supervision.

8.Compliance and Security Standards

Euro Cloud platform infrastructure follows internationally recognized security and information security management standards including:

- ISO 27001 – Information Security Management
- ISO 27701 – Privacy Information Management
- ISO 27017 – Cloud Security
- ISO 27018 – Protection of Personal Data in Cloud Services

These standards define the security controls applied within the Euro Cloud platform infrastructure.

9.Backup and Disaster Recovery

- Full Backup – Daily
- Differential Backup – Every 6 hours
- Transaction Log Backup – Every 15 minutes
- Offsite backup recommended
- Immutable backup recommended when possible

The customer is fully responsible for implementing and maintaining the backup and disaster recovery strategy for the hosted database.

10.Confidentiality and Data Protection

The customer must not disclose or share any confidential technical information related to the Euro Cloud platform including database schema, stored procedures, data structures, system architecture, or internal integration mechanisms.

Disclosure of technical information is permitted only when legally required by regulatory authorities and must exclude confidential implementation details.

11.Reverse Engineering Restriction

The customer is strictly prohibited from reverse engineering, analyzing, reconstructing, or replicating the Euro Cloud platform based on database structures or system behavior.

12.Intellectual Property

All Euro Cloud software components, database structures, system architecture, algorithms, and integrations remain the exclusive intellectual property of A PLUS FOR INFORMATION TECHNOLOGY.

13.Security Incident Handling

In case of a security incident within the customer infrastructure, the customer is responsible for detection, containment, and remediation.

Euro Cloud may suspend database connectivity if required to protect platform integrity.

14.Roles and Responsibilities

Component	Responsible Party
Euro Cloud Platform	Euro Cloud
Application Services	Euro Cloud
API Services	Euro Cloud
Platform Monitoring	Euro Cloud
Database Server Infrastructure	Customer
Network Infrastructure	Customer
Firewall Configuration	Customer
Database Backup	Customer
Infrastructure Security Monitoring	Customer

15.Limitation of Liability

Euro Cloud shall not be held responsible for infrastructure failure, security breaches, data loss, or unauthorized access occurring within the customer environment.

16.Legal and Operational Disclaimer

Euro Cloud shall not be responsible for the security, operation, maintenance, or backup of the database server hosted within the customer's infrastructure.

The customer retains full responsibility for infrastructure protection, system configuration, monitoring, and operational maintenance within their environment.

17.Hosting Provider Capability Requirements

The customer shall provide documented evidence issued by the hosting provider confirming that the hosting environment supports:

- Dedicated SQL Server infrastructure.
- High Availability database architecture.
- Disaster Recovery capabilities.
- Minimum service availability SLA of 99.95%.
- Recovery Point Objective (RPO) not exceeding 15 minutes.
- Recovery Time Objective (RTO) not exceeding 1 hour.
- 24/7 infrastructure monitoring and incident response.
- ISO 27001 certified operational environment or equivalent information security controls.

Deployment of the Euro Cloud database within a customer-selected hosting environment is subject to the hosting environment meeting the required technical and operational prerequisites.

Euro Cloud is not responsible for the management, operation, maintenance, security, availability, or performance of infrastructure provided by the customer or any third-party hosting provider.

18.Agreement & Acceptance

By signing this document, the customer acknowledges and accepts full responsibility for the infrastructure hosting the Euro Cloud database.

Euro Cloud Provider	Customer Organization
Company: A PLUS FOR INFORMATION TECHNOLOGY Signature: Date:	Company / Name: Signature: Date: