



# Taiwan FSC Directions for Operation Outsourcing by Insurance Enterprises

## Google Workspace Mapping

This document is designed to help Insurance Enterprises supervised by the FSC (“**regulated entity**”) to consider the [Directions for Operation Outsourcing by Insurance Enterprises](#) (the “**framework**”) in the context of Google Workspace and the Google Cloud Financial Services Contract.

We focus on Article 9, Article 16(6) and Article 17-1 and Article 17-2 of the framework. For each paragraph, we provide commentary to help you understand how you can address the requirements using the Google Cloud services and the Google Cloud Financial Services Contract.

#	Framework reference	Google Cloud commentary	Google Cloud Financial Services Contract reference
<b>Article 9</b>			
1	9. An insurance enterprise's outsourcing agreement shall specify at least the following:		
2	9(1) The scope of outsourcing and the responsibilities of service provider.	The Google Workspace services are described on our <a href="#">services summary</a> page.  The rights and responsibilities of the parties are set out in the Google Cloud Financial Services Contract	Definitions
3	9(2) A provision requiring the service provider to comply with Point 2 herein.	Google will comply with all laws, regulations, and binding regulatory guidance applicable to it in the provision of the services.	Representations and Warranties
4	9(3) Management of employees of the service provider assigned to the insurance enterprise.	Regulated entities can operate the services independently without action by Google personnel. Although Google personnel manage and maintain the hardware, software, networking and facilities that support the services, given the one-to-many nature of the services, there are no Google personnel dedicated to delivering the services to an individual customer.	N/A
5	9(4) The service provider is required to carry out internal controls and internal audits in accordance with its standard operating procedures established under the supervision of the insurance enterprise.	Refer to Row 8 for more information on the third party audit reports that Google provides.	N/A
6	9(5) Unless with written authorization of the insurance enterprise, the service provider shall not use the name of the insurance enterprise in the course of handling the outsourced items, nor shall the service provider make untruthful advertising.	Google will not use your brand features without your prior approval or use your data for any Google products, services or advertising.	Marketing and Publicity
7	9(6) Material events that would lead to the termination of outsourcing agreement with the service provider, including a provision on termination or revocation of the agreement if so instructed by the competent authority.	Regulated entities can elect to terminate our contract for convenience with advance notice, including if necessary to comply with law or if directed by a supervisory authority.	Termination for Convenience
8	9(7) The service provider agrees to let the competent authority access relevant data or reports and conduct financial examination with respect to the outsourced items, or provide relevant data or reports within a prescribed time period under the order of the competent authority.	<u>Access by supervisory authorities</u>  Google recognizes that regulated entities must be able to audit our services effectively. Google grants audit, access and information rights to regulated entities and supervisory authorities, and both their appointees. This includes access to Google's premises used to provide the Services to conduct an on-site audit.	Regulator Information, Audit and Access



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		<p><u>Audit reports</u></p> <p>Google recognizes that you expect independent verification of our security, privacy and compliance controls. Google undergoes several independent third-party audits on a regular basis to provide this assurance. Google commits to comply with the following key international standards during the term of our contract with you:</p> <ul style="list-style-type: none"> <li>• <a href="#">ISO/IEC 27001:2013 (Information Security Management Systems)</a></li> <li>• <a href="#">ISO/IEC 27017:2015 (Cloud Security)</a></li> <li>• <a href="#">ISO/IEC 27018:2014 (Cloud Privacy)</a></li> <li>• <a href="#">SOC 1</a></li> <li>• <a href="#">SOC 2</a></li> </ul> <p>You can review Google's current <a href="#">certifications and audit reports</a> at any time.</p>	<p>Certifications and Audit Reports</p>
9	<p>9(8) Consumer protection, including the confidentiality of customer data and adoption of security measures.</p>	<p>The security of a cloud service consists of two key elements:</p> <p><u>Security of Google's infrastructure</u></p> <p>Google manages the security of our infrastructure. This is the security of the hardware, software, networking and facilities that support the Services.</p> <p>Given the one-to-many nature of our service, Google provides the same robust security for all our customers.</p> <p>Google provides detailed information to customers about our security practices so that customers can understand them and consider them as part of their own risk analysis.</p> <p>More information is available at:</p> <ul style="list-style-type: none"> <li>• Our <a href="#">infrastructure security</a> page</li> <li>• Our <a href="#">security whitepaper</a></li> <li>• Our <a href="#">cloud-native security whitepaper</a></li> <li>• Our <a href="#">infrastructure security design overview</a> page</li> <li>• Our <a href="#">security resources</a> page</li> </ul> <p>Google recognizes that you expect independent verification of our security, privacy and compliance controls. Refer to Row 8 on the third party audit reports we maintain.</p>	<p>Data Security; Security Measures (<a href="#">Cloud Data Processing Addendum</a>)</p>



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		<p><u>Security of your data and applications in the cloud</u></p> <p>You define the security of your data and applications in the cloud. This refers to the security measures that you choose to implement and operate when you use the Services.</p> <p>(a) <u>Security products</u></p> <p>In addition to the other tools and practices available to you outside Google, you can choose to use tools provided by Google to enhance and monitor the security of your data. Information on Google's security products is available on our <a href="#">Cloud Security Products</a> page.</p> <p>(b) <u>Security resources</u></p> <p>Google also publishes guidance on:</p> <ul style="list-style-type: none"><li>• <a href="#">Security best practices</a></li><li>• <a href="#">Security use cases</a></li></ul>	
10	9(9) The service provider is required to carry out consumer protection and risk management in accordance with its standard operating procedures established under the supervision of the insurance enterprise.	Refer to Row 9 for more information on Google's security measures.	N/A
11	9(10) Consumer dispute resolution mechanism, including the timetable and procedure for handling dispute and remedial measures.	Given the nature of the services Google does not have direct interactions with the regulated entities' customers.	N/A
12	9(11) Other agreements.		
13	The provisions of subparagraphs 8 through 10 of the preceding paragraph do not apply, provided the outsourcing agreement does not involve the interests or personal information of consumers. Where the outsourcing agreement does not conform to the provisions in the Directions herein, the insurance enterprise may continue its outsourcing activity under the existing agreement until it expires.	This is a customer consideration.	N/A
<b>Article 16</b>			
14	6. Where an insurance enterprise is unable to obtain the written confirmation from the insurance competent authority at where the service provider is located as mentioned in subparagraph 1 of the preceding paragraph, it shall submit the following documents:		



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15	(1) A letter of consent from the service provider, agreeing that where necessary, a person designated by the insurance enterprise may examine the outsourced items; the aforementioned designated person may also be assigned by the competent authority in Taiwan at the expense of the insurance enterprise.	Refer to Row 8 for more information on the audit, access and information rights Google grants to regulated entities, supervisory authorities and both their appointees.	N/A
16	(2) Review report on the internal control systems and relevant operating procedures of the service provider.	Refer to Row 8 for more information on the third party audit reports that Google provides.	N/A
17	(3) An opinion letter that the level of policyholder data protection provided at where the service provider is located is not inferior to that provided by the laws in Taiwan.	<p>Google will comply with all national data protection regulations applicable to it in the provision of the Services.</p> <p>In addition, Google makes commitments to protect your data, including regarding security, access and transfer in the <a href="#">Cloud Data Processing Addendum</a>.</p> <p>If you would like more information about data protection in the different locations where the services are available, please contact your Google Cloud account representation.</p>	N/A
18	(4) The CPA-audited and certified financial report of the service provider for the most recent period.	You can review Google's financial status and audited financial statements on <a href="#">Alphabet's Investor Relations</a> page.	N/A
19	(5) A statement from the service provider that it has been free of incident of employee fraud, information or communication security breach or other incidents that result in damage to the interests of customers or adversely affect sound operations of the company for the last three years	<p>Google will make information about developments that materially impact Google's ability to perform the Services in accordance with the SLAs available to you. More information is available on our <a href="#">Status Dashboard</a> page.</p> <p>In addition, Google will notify you of data incidents promptly and without undue delay. More information on Google's data incident response process is available in our <a href="#">Data incident response whitepaper</a>.</p> <p>If you would like more information about this requirement, please contact your Google Cloud account representation.</p>	<p>Significant Developments</p> <p>Data Incidents (<a href="#">Cloud Data Processing Addendum</a>)</p>
<b>Article 17-1</b>			



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20	17-1. An insurance enterprise shall comply with the following rules when its outsourced operations involve cloud-based services:		
21	(1) The insurance enterprise shall ensure proper control of operational risks and fully evaluate the risks of service provider. It shall adopt appropriate risk management and control measures to ensure the quality of outsourced operations and heed the proper diversification of operations outsourced to cloud service providers.	Refer to Rows 42 and 43 for information on risk assessment and management.	N/A
22	(2) The insurance enterprise is ultimately responsible for the supervision of cloud service providers and it should have the professional skills and resources to supervise the cloud service providers' execution of outsourced operations. If necessary, it may request professional third parties to assist in their supervision operation.	This is a customer consideration.	N/A
23	(3) The insurance enterprise shall ensure that it and the competent authority or their designated representatives have access to related information on the outsourced operations performed by cloud service providers, including the audit report of customer information and relevant systems, and the right to conduct on-site audit.	Refer to Row 8 for more information on the access rights granted to the regulated entity, supervisory authority and the third party audit reports that Google provides.	N/A
24	(4) The insurance enterprise may appoint an independent third party with expertise in information technology at its sole discretion or together with other insurance enterprises that outsource to the same cloud service provider to conduct audits and shall comply with the following rules:	Google facilitates audits by regulated entities and their appointed auditors. Refer to Row 8 for more information on the access rights granted to regulated entities and its appointees.  In addition, Google recognizes the benefits of pooled or collective audits. We would be happy to discuss this with regulated entities.	N/A
25	A. The insurance enterprise shall ensure that its audit scope covers important systems and control points related to the operations outsourced to the cloud service provider	The regulated entity is best placed to decide what audit scope is right for their organization. Our contract does not limit regulated entities to a pre-defined audit scope.	Customer Information, Audit and Access.
26	B. The insurance enterprise shall evaluate the eligibility of the third party and verify that the contents of the audit report produced by the third party are appropriate and meet the relevant international standards of information security.	This is a customer consideration. Refer to Row 8 for more information on the third party audit reports provided by Google. Google engages certified and independent third party auditors for each audited framework. Refer to the relevant certification or audit report for information on the certifying or auditing party.	N/A
27	C. The third party shall conduct audit based on the scope of outsourced operations and produce an audit report.	This is a customer consideration. Refer to Row 8 for more information on the third party audit reports provided by Google. Google's audit scope covers in scope Services, infrastructure systems, policies and procedures, common processes and personnel. Google is audited on our security and privacy controls covering the relevant certifications and audit reports for the audit scope.	N/A



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28	(5) Where the insurance enterprise transmits and stores customer information at the cloud service provider, it shall adopt customer data encryption, tokenization, or other effective protection measures and establish appropriate encryption and key management mechanisms.	<p>The security of your data is of paramount importance to Google. We take the following proactive steps to assist you:</p> <ul style="list-style-type: none"> <li>• <b>Encryption at rest.</b> Google encrypts certain data while it is stored at rest on a disk (including solid-state drives) or backup media. Even if an attacker or someone with physical access obtains the storage equipment containing your data, they won't be able to read it because they don't have the necessary encryption keys.</li> <li>• <b>Encryption in transit.</b> Google encrypts all data while it is "in transit"—traveling over the Internet and across the Google network between data centers. Should an attacker intercept such transmissions, they will only be able to capture encrypted data, at one or more network layers when data moves outside physical boundaries not controlled by Google or on behalf of Google.</li> </ul> <p>For more information on Google Workspace encryption and key management tools provided by Google, see our <a href="#">Google Workspace encryption whitepaper</a>.</p>	N/A
29	(6) The insurance enterprise shall retain complete ownership of data outsourced to cloud service providers for processing. The insurance enterprise shall ensure that the cloud service provider does not have the right to access customer data except for the execution of outsourced operations and that the cloud service provider may not use the data for purposes outside the scope of outsourced operations.	<p><u>Ownership</u></p> <p>You retain all intellectual property rights in your data, the data you derive from your data using our services and your applications.</p> <p><u>Data access and use</u></p> <p>Google commits to only access or use your data to provide the services ordered by you and will not use it for any other Google products, services, or advertising.</p> <p>You can monitor and control the limited actions performed by Google personnel on your data using these tools:</p> <ul style="list-style-type: none"> <li>• The <a href="#">Status Dashboard</a> provides status information on the Services.</li> <li>• <a href="#">Admin Console Reports</a> allow you to examine potential security risks, measure user collaboration, track who signs in and when, analyze administrator activity, and much more.</li> </ul>	<p>Intellectual Property</p> <p>Protection of Customer Data</p>



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		<ul style="list-style-type: none"> <li><a href="#">Access Transparency</a> is a feature that enables you to review logs of actions taken by Google personnel regarding your user content. Log entries include: the affected resource, the time of action, the reason for the action (e.g. the case number associated with the support request); and data about who is acting on data (e.g. the Google personnel's location).</li> </ul>	
30	(7) In principle, customer data outsourced to a cloud service provider shall be processed and stored within the territories of the R.O.C. If it is located outside the R.O.C. territories, the following rules shall apply:	<p>To provide you with a fast, reliable, robust and resilient service, Google may store and process your data where Google or its subprocessors maintain facilities.</p> <ul style="list-style-type: none"> <li>Information about the location of Google's facilities and where individual Google Workspace services can be deployed is available on the <a href="#">Global Locations</a> page.</li> <li>Information about the location of Google's subprocessors' facilities is available on the Google Workspace <a href="#">Subprocessors'</a> page.</li> </ul>	Data Transfers ( <a href="#">Cloud Data Processing Addendum</a> )
31	A. The insurance enterprise shall retain the right to designate the location for data processing and storage.	<p>Google provides you with choices about where to store your data. Once you choose where to store your data, Google will not store it outside your chosen region(s).</p> <p>You can also choose to use tools provided by Google to enforce data location requirements. For more information, see our <a href="#">whitepaper</a>.</p>	N/A
32	B. The data protection regulations in above location shall be no less stringent than the R.O.C. requirements.	<p>Google will comply with all laws, regulations, and binding regulatory guidance applicable to it in the provision of the services.</p> <p>Google provides the same contractual commitments and technical and organizational measures for your data regardless of the country / region where it is located. In particular:</p> <ul style="list-style-type: none"> <li>The same robust security measures apply to all Google facilities, regardless of country / region.</li> <li>Google makes the same commitments about all its subprocessors, regardless of country / region.</li> </ul>	<p>Representations and Warranties</p> <p>Data Security; Subprocessors (<a href="#">Cloud Data Processing Addendum</a>)</p>



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33	C. Except with the approval of the competent authority, backups of important customer data shall be retained in the R.O.C.	Refer to Rows 31 and 32 for more information on data location.	N/A
34	(8) The insurance enterprise shall establish an appropriate emergency contingency plan to reduce the risks of service interruption due to outsourced operations. When the insurance enterprise terminates or ends the operations outsourcing, it shall ensure that the outsourced operations can be smoothly transferred to another cloud service provider or transferred back for in-house processing. It shall also ensure that the original cloud service provider deletes or destroys all retained data and retains records of the deletion or destruction.	<p><u>Contingency plan</u></p> <p>Google will implement a business continuity plan for the Services, review and test it at least annually and ensure it remains current with industry standards. Regulated entities can review our plan and testing results.</p> <p>More information on the reliability of the Services is available on our <a href="#">Google Cloud Help</a> page.</p> <p><u>Transfer</u></p> <p>Google recognizes that regulated entities need sufficient time to exit our services (including to transfer services to another service provider). To help regulated entities achieve this, upon request, Google will continue to provide the services for 12 months beyond the expiry or termination of the contract.</p> <p>Google will enable you to access and export your data throughout the duration of our contract and the transition term. More information is available on our <a href="#">Google Account help</a> page. In addition, <a href="#">Data Export</a> is a feature that makes it easy to export and download a copy of your data securely from our Services.</p> <p><u>Deletion</u></p> <p>On termination of the contractual relationship, Google will comply with your instruction to delete Customer Data from Google systems.</p>	<p>Business Continuity and Disaster Recovery</p> <p>Transition Term</p> <p>Deletion on Termination (<a href="#">Cloud Data Processing Addendum</a>)</p>
<b>Article 17-2</b>			
35	17-2. Where an insurance enterprise outsources operations involving cloud-based services, and the outsourced operations are of material nature or the operations are outsourced to overseas service providers in accordance with Point 16 herein, it shall	Google recognises that use of the services could scale up over time. Regardless of how regulated entities choose to use the Services at the start of our relationship, Google will provide regulated entities with the assistance they need to review our Services.	Enabling Customer Compliance





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	submit the following documents to the competent authority to apply for approval before outsourcing:		
36	(1) Operating procedures for the internal control of outsourcing established in accordance with Point 4, paragraph 2 herein.	The Google Workspace services are described on our <a href="#">services summary</a> page. You decide which services to use, how to use them and for what purpose. Therefore, you decide the scope of the arrangement.	Definitions
37	(2) Meeting minutes containing resolutions of the board of directors, or a letter of consent signed by an officer authorized by the head office in case of the branch of a foreign insurance enterprise in Taiwan.	This is a customer consideration.	N/A
38	(3) Regulatory compliance statement.	This is a customer consideration.	N/A
39	(4) Analysis of the necessity and legality of outsourcing operations to cloud service providers, including evaluation of compliance status of the cloud service provider with respect to relevant customer data protection regulations of the R.O.C.	Google will comply with all national data protection regulations applicable to it in the provision of the Services.  In addition, Google makes commitments to protect your data, including regarding security, access and transfer in the <a href="#">Cloud Data Processing Addendum</a> .	Representations and Warranties
40	(5) An outsourcing plan, which should include:		
41	A. Risk assessment and management mechanism:	Google recognizes that you need to conduct due diligence and perform a risk assessment before deciding to use our services. To assist you, we've provided information for each of the areas you need to consider in the rows that follow.	N/A
42	a. Review of cloud service providers to ensure the reliability and legal compliance of the services provided, including analysis of business continuity, substitutability, and concentration.	<p><u>Reliability</u></p> <ul style="list-style-type: none"> <li>• Qualifications and competencies: Google Workspace has been named as a leader in several reports by third party industry analysts. You can read these on our <a href="#">Analyst Reports</a> page.</li> <li>• Principals: Information about Google Workspace's leadership team is available on our <a href="#">Media Resources</a> page.</li> <li>• Customer references: Information about our referenceable customers (including in the financial services sector) is available on our <a href="#">Google Workspace Customer</a> page.</li> <li>• Performance record: You can review information about Google's historic performance of the services on our <a href="#">Status Dashboard</a>.</li> </ul> <p><u>Business continuity, substitutability and concentration</u></p>	N/A



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		<p>Google will implement a business continuity plan for the Services, review and test it at least annually and ensure it remains current with industry standards. Regulated entities can review our plan and testing results.</p> <p>Refer to Row 34 for more information on the substitutability of our services and how you can use them in your own contingency planning.</p>	Business Continuity and Disaster Recovery
43	b. Description of having professional skills and resources to monitor the cloud service provider's execution of outsourced operations.	<p>You can monitor Google's performance of the Services (including the SLAs) on an ongoing basis using the functionality of the Services.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>The <a href="#">Status Dashboard</a> provides status information on the Services.</li> <li><a href="#">Admin Console Reports</a> allow you to examine potential security risks, measure user collaboration, track who signs in and when, analyze administrator activity, and much more.</li> <li><a href="#">Access Transparency</a> is a feature that enables you to review logs of actions taken by Google personnel regarding your user content. Log entries include: the affected resource, the time of action, the reason for the action (e.g. the case number associated with the support request); and data about who is acting on data (e.g. the Google personnel's location).</li> </ul>	Ongoing Performance Monitoring
44	B. Information security and management:	Refer to Row 9 for more information on information security and management.	N/A
45	a. Description of measures taken by the insurance enterprise with regard to the encryption, tokenization, key storage, data transmission and segmentation, and ownership of data.	Refer to Row 28 for more information on encryption.	N/A
46	b. Description of management policies with regard to the location of data storage, including description of relevant local legal, political, and economic stability assessments for data processing and storage in a foreign country and description of data backup and access of data by the insurance enterprise at any time.	<p><u>Location</u></p> <p>Refer to Row 30 for more information on data location.</p> <p><u>Data Access</u></p>	<p>N/A</p> <p>Regulator Information, Audit and Access,</p>



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		Regulated entities may access their data on the services at any time.	Customer Information, Audit and Access
47	C. The scope and method for the insurance enterprise and the competent authority or their designated representatives to obtain information with regard to outsourced operations performed by the cloud service provider, including description of access to the audit report of customer information and relevant systems and measures to ensure the right to conduct on-site audit.	Refer to Row 8 for more information on the audit, access and information rights Google grants to regulated entities, supervisory authorities and both their appointees.	N/A
48	D. Emergency contingency plan and exit mechanism, including the description of how the insurance enterprise possesses sufficient resources for emergency response and exit	Refer to Row 34 for more information about how customers can use our services in their own contingency and exit planning.	N/A