Certifications

ISO/IEC 27001
IS 642819
ISO/IEC 27001

Valid Upto:
21 Aug 2025

ISO/IEC 27001 is one of the most widely recognized independent international security standards. This certificate is awarded to organizations that comply with ISO's high global standards. Zoho has earned ISO/IEC 27001:2013 certification for Applications, Systems, People, Technology, and Processes

Applicable to - All cloud services and on-premise products of Zoho, ManageEngine, Site24x7, Qntrl, TrainerCentral and GSP Solution.

ISO/IEC 27701
PM 732705
ISO/IEC 27701

Valid Upto:
21 Aug 2025

ISO/IEC 27701 is an extension to the ISO/IEC 27001 and ISO/IEC 27002 standards for privacy management within the context of the organization. The certification standard is designed to enhance the existing Information Security Management System (ISMS) with additional requirements in order to establish, implement, maintain, and continually improve a Privacy Information Management System (PIMS). This standard enables organisations to demonstrate compliance with the various privacy regulations around the world that are applicable to them.

Applicable to - All business units, cloud services and on-premise products of Zoho, ManageEngine, Site24x7, TrainerCentral and Qntrl which function in the capacity of a PII controller and/or as a PII Processor.

CLOUD 714132
ISO/IEC 27017

Valid Upto:
21 Aug 2025

ISO/IEC 27017 gives guidelines for information security controls applicable to the provision and use of cloud services by providing additional implementation guidance for relevant controls specified in ISO/IEC 27002 and additional controls with implementation guidance that specifically relate to cloud services.

Zoho is certified with ISO/IEC 27017:2015 - Information technology - Security techniques - Code of practice for information security controls based on ISO/IEC 27002 for cloud services.

Applicable to - All Cloud services of Zoho, ManageEngine, Site24x7, TrainerCentral and Qntrl.

PII 714133
ISO/IEC 27018

Valid Upto:
21 Aug 2025

ISO/IEC 27018 establishes commonly accepted control objectives, controls and guidelines for implementing measures on safeguarding the PII that is processed in a public cloud. These controls are an extension of ISO/IEC 27001 and ISO/IEC 27002, ISO/IEC 27018 which provide guidance to organizations concerned about how their cloud providers are handing personally identifiable information (PII).

Applicable to - All Cloud services of Zoho, ManageEngine, Site24x7, TrainerCentral and Qntrl.

FS 724104
ISO 9001

Valid Upto:
2 Feb 2026

ISO 9001 is defined as the international standard that specifies requirements for a Quality Management System (QMS). Organizations use the standard to demonstrate the ability to consistently provide quality products and services that meet customer and regulatory requirements.

Applicable to - Zoho Desk, Zoho Creator, Zoho Projects and BugTracker, Zoho CRM, Zoho Sprints, Zoho HRMS products (ie) Zoho people, Zoho Payroll and Zoho finance Plus products (ie)

Zoho Books, Zoho Invoice, Zoho Inventory, Zoho Subscriptions, Zoho Expense, Zoho Checkout, Zoho Workplace (Zoho Mail,Zoho Calendar, Zoho Workdrive, Zoho Writer, Zoho Sheet, Zoho Show, Zoho Connect, Zoho Meeting, Zoho Cliq, Zia Search), ZeptoMail and Zoho Sign.

ISO/IEC 20000

Valid Upto:
29 July 2024

ISO/IEC 20000 is the leading international IT Service Management System (SMS) standard, with the objective to ensure the quality of the IT services. It specifies requirements for an organization to establish, implement, maintain and continually improve a service management system and it supports the management of the service lifecycle, including the planning, design, transition, delivery and improvement of services to meet the service requirements and deliver value.

Applicable to - Network Operations Center (NOC) and Data Center (DC) Operations of Zoho Corporation.

SOC 2 TYPE II

Audit period:
1 Dec 2021
To
30 Nov 2022

Zoho is SOC 2 Type II compliant. SOC 2 is an evaluation of the design and operating effectiveness of controls that meet the AICPA's Trust Services Principles criteria.

Applicable to - All cloud services and on-premise products of Zoho, ManageEngine, Site24x7, Qntrl, TrainerCentral and Zakya.

SOC 1 (SSAE 18 & ISAE 3402 - TYPE 2)

Audit period:
1 Dec 2021
To
30 Nov 2022

Zoho is SOC 1 Type II compliant as per AICPA's SSAE18 standard and IAASB's ISAE 3402 standards. SOC 1 reports are primarily concerned with examining controls that are relevant for the financial reporting of customers.

Applicable to - Zoho Books, Zoho Invoice, Zoho Expense, Zoho Inventory, Zoho Subscriptions, Zoho Checkout, Zoho Payroll, Zoho CRM, Zoho Mail, Zoho Projects and BugTracker , Zoho Creator, Zepto Mail, Zakya, Zoho People

SOC 2 + HIPAA

Audit period:
1 Dec 2021
To
30 Nov 2022

SOC 2 + HIPAA - An independent third-party audit firm has examined the description of the system related to Application Development, Production Support and the related General Information Technology Controls for the services provided to customers, from Zoho offshore development centre, based on Security, Privacy and breach requirements set forth in the Health Insurance Portability and Accountability Act ("HIPAA") Administrative Simplification. The responsibility of Zoho is limited to the extent it acts as a 'Business Associate'.

Applicable to - Zoho CRM, Zoho Bookings, Zoho Survey, Zoho Forms, Zoho Desk, Zoho Expense, Zoho Checkout, Zoho Creator, Zoho Analytics, Zoho Mail, Zoho Sheet, Zoho Workdrive, Zoho Sign, Zoho SalesIQ, Zoho Sales Inbox, Zoho Meeting, Zoho Pagesense, Zoho Books, Zoho Inventory, Zoho People, Zoho Vault, Zoho Notebook, Zoho Show, Zoho Sprints, Zoho Connect, ZohoOne Engineering, Zoho Bigin, Zoho Campaigns, Zoho Sites, Zoho Assist, Zoho Invoice, Zoho Subscriptions, Zoho Recruit,

Zoho Flow, Zoho Writer, Zoho Learn, Zoho Projects and BugTracker, Zoho Cliq, Zoho Marketing Automation, ManageEngine ServiceDesk Plus Cloud, ManageEngine ServiceDesk Plus On-Premises, ManageEngine Endpoint Central/MSP on-Premises, Qntrl, Zoho Lens, Zoho TeamInbox, Zoho Commerce, Zoho Contracts, Zoho Voice, ZeptoMail, ManageEngine ADManager Plus, Zoho Catalyst

ESQUEMA NACIONAL DE SEGURIDAD (ENS) - SPAIN

ESQUEMA NACIONAL DE SEGURIDAD (ENS) - Spain also known as National Security Scheme is a **regulation in Spain.** The ENS refers to the National Security Framework in Spain. It is a set of regulations and guidelines established by the Spanish government to ensure the security of information and communication systems in public administrations. The ENS provides a framework for managing and protecting information assets, promoting risk management, and establishing security measures to safeguard sensitive information. It is applicable to all public entities in Spain, including government agencies, local administrations, and public organizations. **Zoho is ENS certified in the intermediate category(medium level).**

Applicable to - All cloud services of Zoho, Cloud and on-premises solutions of ManageEngine, Site24x7, Qntrl and TrainerCentral.

WEB CONTENT ACCESSIBILITY GUIDELINES (WCAG)

Web Content Accessibility Guidelines (WCAG) - is an international standard for web accessibility. It provides a set of guidelines that website and web product creators can follow to ensure that their content is accessible to everyone, regardless of their abilities. This helps to create a more inclusive and accessible digital environment for all users.

Valid Upto:

22 Mar 2026

Zoho cares heavily about the customer experience. It has always sought to craft experiences that are inclusive and equitable for all its users. The WCAG implementation and compliance is a significant step in that direction. Zoho Desk is WCAG compliant for WCAG 2.1 AA level.

Applicable to - Zoho Desk

CSA STAR SELF-ASSESSMENT

Audit period:

03 Jan 2024

The Cloud Security Alliance is a non-profit organization formed to define and raise awareness of best practices to help ensure a secure cloud computing environment and to help potential cloud customers make informed decisions when transitioning their IT operations to the cloud.The Consensus Assessments Initiative Questionnaire(CAIQ) is submitted by the cloud providers to document compliance with the Cloud Controls Matrix (CCM) and helps cloud service customers to assess the security capabilities and practices of a cloud service provider.

Zoho has done a Self-Assessment for the cloud services. Download the CSA STAR Self-Assessment from CSA STAR Registry for Zoho Corporation Pvt Ltd

Applicable to - All Cloud services of Zoho, ManageEngine, Site24x7 and Qntrl.

Valid Upto:

31 Mar 2024

Payment card industry (PCI) compliance refers to the technical and operational standards that businesses must follow to ensure that credit card data provided by cardholders is protected. PCI compliance is enforced by the PCI Standards Council, to ensure that all businesses that store, process or transmit credit card data electronically do so in a secure manner that helps reduce the likelihood that cardholders would have sensitive financial data stolen.

Zoho, being PCI compliant (Self-assessment : SAQ-D) consistently adheres to a set of guidelines set forth by companies that issue credit cards.

Applicable to - All the Zoho finance Plus products (ie) Zoho Books, Zoho Invoice, Zoho Inventory, Zoho Subscriptions, Zoho Expense, Zoho Checkout and Zoho Commerce

GDRP

GDPR is a pan-European regulation that requires businesses to protect the personal data and privacy of EU citizens for processing of their personal data.

Zoho has always demonstrated its commitment to its user's data privacy by consistently exceeding industry standards. Zoho welcomes GDPR as a strengthening force of the privacy-consciousness that already exists in it.

Zoho's offerings have privacy features that comply with GDPR, and Zoho's processing of its customer's data adheres to the data protection principles of the GDPR. To know more about how Zoho complies with GDPR, click here.

CCPA

CCPA is a data privacy law specific to the processing of personal information of California residents that requires businesses to protect their personal information and provides privacy.

Zoho has always demonstrated its commitment to its user's data privacy by consistently exceeding industry standards. Zoho welcomes CCPA as a strengthening force of the privacy-consciousness that already exists in it.

Zoho's offerings have privacy features that enable its users to comply with the CCPA, and Zoho's processing of its Californian

customer's data adheres to requirements of the CCPA. To know more about this, click here.

Certified Senders Alliance (CSA) is a quality certification for mailbox service providers like Zoho Campaigns, making them enter the league of trusted senders. Zoho Campaigns is a CSA-certified service, giving you higher email open rates, improvement in deliverability with white listed IPs, and protection against any legal risk.

CSA
Certified Since:
02 Aug 2018

Applicable to - Zoho Campaigns

Signal spam reports help in providing FBL data, primarily technical information for identification of spammers and marketing abuse, from major ISPs like Orange.fr, SFR.fr, and so on. It has many spam reporting plugins for third-party browsers and email clients, focused on the French communities worldwide. It's important for both Zoho corporation and our customers to know all the recipients who mark or report the emails they receive as 'spam', so that we can remove them from the lists. Hence, this certification protects our network reputation in the French region.

SIGNAL SPAM

Applicable to - Zoho Corporation

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