AKKA

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Attestation of Compliance with the Cloud Security Alliance Security, Trust and Assurance Registry (CSA STAR)

Issuer: Akka

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Subject: Compliance with CSA STAR Level 1 Self-Assessment Requirements (2026)

Introduction

Akka is a cloud-based SaaS platform provider enabling enterprises to build, deploy, and operate agentic AI applications. The Cloud Security Alliance (CSA) Security, Trust and Assurance Registry (STAR) provides a transparency and assurance framework specifically designed for cloud service providers, built on the Cloud Controls Matrix (CCM). CSA STAR enables cloud customers to assess the security posture of cloud providers in a standardised, transparent manner. All 11 CSA STAR controls tracked by Akka are fully implemented.

Scope of Compliance

This attestation covers Akka's compliance with the key control domains of the CSA STAR framework. All CSA STAR controls implemented by Akka are addressed through Akka's broader information security programme, which is certified to ISO/IEC 27001:2022 and audited annually against SOC 2 Type II criteria.

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1. Governance, Risk, and Compliance

Akka maintains a comprehensive governance, risk, and compliance (GRC) programme centred on its ISO 27001-aligned ISMS. The ISMS covers risk identification, assessment, treatment, and monitoring across the full scope of Akka's cloud platform. Compliance with applicable regulations and standards is tracked and reviewed quarterly. Risk treatment plans are implemented and monitored through a formal risk register.

2. Cloud-Specific Security Controls

Akka's security programme implements the cloud-specific controls required by the CSA Cloud Controls Matrix, including:

- Shared responsibility model documentation: Akka maintains clear documentation of the security responsibilities shared between Akka, AWS (the underlying cloud infrastructure provider), and Akka's customers.

- Virtualisation security: Akka's AWS deployment implements hypervisor-level isolation between tenant environments.

- Data encryption at rest and in transit: All customer data is encrypted at rest using AES-256 and in transit using TLS 1.2 or higher.

- Multi-tenancy isolation: Akka's platform architecture enforces logical separation between customer tenants.

3. Identity and Access Management

Access to Akka's platform and infrastructure is managed through Okta with mandatory multi-factor authentication (MFA) for all user accounts. Role-based access controls restrict

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access to customer data and platform configuration to authorised personnel only. Privileged access is subject to additional controls and audit logging.

4. Infrastructure Security

Akka's cloud infrastructure on AWS is continuously monitored for security vulnerabilities and misconfigurations by Wiz, a cloud security posture management (CSPM) platform. Critical and high-severity findings are remediated within defined SLAs. AWS Security Hub and AWS Config provide additional compliance monitoring. Network segmentation enforces least-privilege connectivity between platform components.

5. Incident Management

Akka maintains a formal incident management process covering detection, classification, investigation, containment, remediation, and customer notification. Incident response procedures are documented in Akka's ISMS and tested at least annually. Customers are notified of security incidents affecting their data in accordance with contractual notification timelines and applicable regulations.

6. Business Continuity and Resilience

Akka maintains business continuity and disaster recovery plans covering all critical platform components. The platform is deployed on AWS with multi-region redundancy and automated failover. Recovery time objectives (RTO) and recovery point objectives (RPO) are defined, documented, and tested annually.

7. Supply Chain Security

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Akka maintains a formal vendor management programme covering all third-party providers, including cloud infrastructure providers, AI model suppliers, and SaaS tools. Vendor assessments evaluate security practices, compliance certifications, and contractual obligations. Material suppliers undergo annual reassessment.

8. Transparency and Customer Assurance

Akka publishes its security documentation, compliance certifications, and attestations through its Trust Center at trust.akka.io. Customers can access security questionnaire responses, compliance attestations, penetration test summaries, and SOC 2 report summaries through the Trust Center or directly on request.

Broader Assurance Credentials

Akka's CSA STAR compliance is underpinned by the following independently verified certifications and reports:

- ISO/IEC 27001:2022 certification — independently audited annually
- SOC 2 Type II report — covering security, availability, and confidentiality trust service criteria
- ISO/IEC 42001 AI management system alignment
- ISO/IEC 27017 cloud security controls compliance
- ISO/IEC 27018 PII protection in cloud compliance

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Conclusion

Akka is compliant with the CSA STAR framework. All 11 controls tracked under this framework are fully implemented, with the controls addressed through Akka's comprehensive ISO 27001 and SOC 2 certified information security programme. Enterprise customers can rely on Akka's CSA STAR attestation, combined with its ISO 27001 certification and SOC 2 Type II report, as evidence of Akka's cloud security posture.

This attestation is reviewed annually. For access to Akka's SOC 2 Type II report or ISO 27001 certificate, please contact compliance@akka.io.

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