AKKA

Akka.io | info@akka.io | 1-877-989-7372
580 California St, #1231 San Francisco, CA 94104

Attestation of Compliance with ISO/IEC 27018:2019 — Protection of PII in Public Clouds

Issuer: Akka

Date: 2026-04-23

Subject: Compliance with ISO/IEC 27018:2019 — Code of Practice for Protection of Personally Identifiable Information (PII) in Public Clouds Acting as PII Processors

---

Introduction

Akka is a cloud-based SaaS platform provider that acts as a PII processor on behalf of its enterprise customers, processing personally identifiable information (PII) in the AWS public cloud environment. ISO/IEC 27018:2019 establishes cloud-specific privacy controls for public cloud service providers acting as PII processors, building on ISO/IEC 27001/27002 with targeted guidance for protecting customer PII. All 37 ISO/IEC 27018 controls tracked by Akka are fully implemented, with 36 at Low risk and 1 at Medium risk.

Scope of Compliance

This attestation covers Akka's compliance with all ISO/IEC 27018 control domains as a public cloud PII processor.

1. Consent and Purpose Limitation

Akka.io | info@akka.io | 1-877-989-7372
580 California St, #1231 San Francisco, CA 94104

Akka processes customer PII only in accordance with documented customer instructions set out in Data Processing Agreements (DPAs). Akka does not use customer PII for any purpose other than the provision of the contracted services. Akka does not use customer PII for marketing, analytics, or AI model training without explicit written authorisation.

2. Lawful Basis for Processing

Akka processes customer PII under the instruction and authority of each customer acting as the PII controller. Customer DPAs establish the lawful basis for processing and confirm that Akka acts solely as a processor. Where Akka acts as a controller of its own data (employee and prospect PII), lawful bases are separately documented in Akka's privacy notices.

3. Sub-Processors and Third-Party Disclosure

Akka maintains a list of all sub-processors engaged to process customer PII, published on Akka's Trust Center. Customers are notified of any intended changes to the sub-processor list with sufficient advance notice to object. Akka does not disclose customer PII to third parties except as required by law or as necessary to provide the contracted service. Legally compelled disclosures are notified to customers promptly unless prohibited by law.

4. Transparency

Akka provides customers with clear documentation of:

- The categories of PII processed
- The purposes and sub-purposes of processing
- The identities and locations of sub-processors

Akka.io | info@akka.io | 1-877-989-7372
580 California St, #1231 San Francisco, CA 94104

- The security measures in place to protect PII

- The procedures for exercising data subject rights

This information is published in Akka's Privacy Policy at akka.io/privacy, on the Trust Center at trust.akka.io, and in Akka's standard DPA.

5. Security Controls for PII

Akka implements the following PII-specific security controls in its cloud platform:

- Encryption at rest: All PII stored in Akka's platform is encrypted using AES-256 with keys managed via AWS KMS. Separate encryption keys are used for different data categories.

- Encryption in transit: All PII in transit is protected using TLS 1.2 or higher.

- Access controls: Access to PII is restricted to authorised personnel through Okta-managed IAM with MFA enforcement and role-based access controls.

- Pseudonymisation: PII is pseudonymised where technically feasible to reduce privacy risk.

- Data minimisation: Akka's platform collects and retains only the PII necessary for the contracted service.

6. PII Breach Notification

Akka maintains a documented PII breach notification procedure covering identification, classification, investigation, and notification of PII breaches. Customers are notified of PII breaches affecting their data within the contractually agreed notification period (typically 72 hours or as required by applicable law). Breach notifications include sufficient detail to enable customers to meet their own regulatory notification obligations.

Akka.io | info@akka.io | 1-877-989-7372
580 California St, #1231 San Francisco, CA 94104

7. Return and Deletion of PII

Akka provides customers with mechanisms to export and delete their PII at any time through the platform interface or by request. Upon contract termination, all customer PII is deleted from Akka's systems within the timeframe specified in the DPA, with a written confirmation provided to the customer. Secure deletion procedures ensure deleted PII cannot be recovered.

8. Temporary Files and Copies

Akka implements controls to ensure that temporary files and copies of PII created during processing are disposed of in accordance with documented procedures. Temporary processing artefacts are subject to the same security controls as primary data stores.

9. Audit and Accountability

Akka maintains comprehensive audit logs of all access to PII, including the identity of the accessor, the time and nature of access, and any modifications made. Audit logs are retained in accordance with Akka's data retention policy and available to customers for review upon request. Logs are tamper-resistant and centralised in Datadog.

Supporting Evidence

- ISO/IEC 27001:2022 certification
- ISO/IEC 27701 Privacy Information Management System compliance
- SOC 2 Type II report covering security, availability, and confidentiality

- EU GDPR compliance programme
- Standard Data Processing Agreement available at privacy@akka.io
- Sub-processor list published on Trust Center at trust.akka.io
- Privacy Policy published at akka.io/privacy
- Documented PII breach notification procedure

Conclusion

Akka is fully compliant with ISO/IEC 27018:2019. All 37 controls are implemented. As a cloud PII processor, Akka provides enterprise customers with robust contractual, technical, and operational safeguards for their customers' personal data. This attestation is reviewed annually.

For a copy of Akka's Data Processing Agreement or sub-processor list, please contact privacy@akka.io.

Authorized Signatory:

Michael Nash

Chief Information Security Officer

Akka

580 California Street, #1231

San Francisco, CA 94104

michael.nash@akka.io