

Payment Card Industry (PCI) Data Security Standard

Attestation of Compliance for Onsite Assessments – Service Providers

Version 3.2.1 Revision 2 September 2022



Document Changes

Date	Version	Description
September 2022	3.2.1 Revision 2	Updated to reflect the inclusion of UnionPay as a Participating Payment Brand.



Section 1: Assessment Information

Instructions for Submission

This Attestation of Compliance must be completed as a declaration of the results of the service provider's assessment with the *Payment Card Industry Data Security Standard Requirements and Security Assessment Procedures (PCI DSS).* Complete all sections: The service provider is responsible for ensuring that each section is completed by the relevant parties, as applicable. Contact the requesting payment brand for reporting and submission procedures.

Part 1. Service Provide	r and Qualified Se	ecurity As	sessor Inform	ation	
Part 1a. Service Provide	r Organization Info	rmation			
Company Name:	Elasticsearch, Inc.		DBA (doing business as):	Elasticsearch	
Contact Name:	Abby Zumstein		Title:	Sr. Manager, Cus and Assurance	tomer Trust
Telephone:	770-401-5904		E-mail:	Abby.Zumstein@	elastic.co
Business Address:	88 Kearny St., Floo	r 19	City:	San Francisco	
State/Province:	CA	Country:	USA	Zipcode:	94108
URL:	https://elastic.co	·			·

Part 1b. Qualified Secur	ity Assessor Comp	oany Inforn	nation (if app	licable)		
Company Name:	Coalfire Systems, Ir	nc.				
Lead QSA Contact Name:	Kevin Wieting		Title:	Principal		
Telephone:	877-224-8077		E-mail:	coalfiresubr	nission	@coalfire.com
Business Address:	8480 E. Orchard Ro 5800	l., Suite	City:	Greenwood	Village	
State/Province:	СО	Country:	USA		Zip:	80111
URL:	https://www.coalfire	.com				<u>.</u>



Part 2. Executive Summary

Part 2a. Scope Verification

Services that were INCLUDED in the scope of the PCI DSS Assessment (check all that apply):

Name of service(s) assessed:	Elasticsearch Service on the Elastic Cloud (ESS) and Elasticsearch
	Service Private (ESSP)

Type of service(s) assessed:		
Hosting Provider:	Managed Services (specify):	Payment Processing:
Applications / software	Systems security services	POS / card present
Hardware	IT support	Internet / e-commerce
Infrastructure / Network	Physical security	MOTO / Call Center
Physical space (co-location)	Terminal Management System	🗌 ATM
⊠ Storage	Other services (specify):	Other processing (specify):
🗌 Web		
Security services		
3-D Secure Hosting Provider		
Shared Hosting Provider		
Other Hosting (specify):		
Account Management	Fraud and Chargeback	Payment Gateway/Switch
Back-Office Services	Issuer Processing	Prepaid Services
Billing Management	Loyalty Programs	Records Management
Clearing and Settlement	Merchant Services	Tax/Government Payments
Network Provider		
Others (specify):		

Note: These categories are provided for assistance only, and are not intended to limit or predetermine an entity's service description. If you feel these categories don't apply to your service, complete "Others." If you're unsure whether a category could apply to your service, consult with the applicable payment brand.



Part 2a. Scope Verification (continued)	
Services that are provided b the PCI DSS Assessment (ch		ut were NOT INCLUDED in the scope of
Name of service(s) not assessed:	Not Applicable	
Type of service(s) not assessed:		
Hosting Provider: Applications / software Hardware Infrastructure / Network Physical space (co-location) Storage Web Security services 3-D Secure Hosting Provider Shared Hosting Provider Other Hosting (specify):	Managed Services (spe Systems security serv IT support Physical security Terminal Managemen Other services (specif	ices DOS / card present Internet / e-commerce MOTO / Call Center
 Account Management Back-Office Services Billing Management Clearing and Settlement Network Provider Others (specify): 	 Fraud and Chargebac Issuer Processing Loyalty Programs Merchant Services 	k Payment Gateway/Switch Prepaid Services Records Management Tax/Government Payments
Provide a brief explanation why ar were not included in the assessme	•	t Applicable



S
Elasticsearch, Inc. (Elastic) operates as a Level 1 Managed Service Provider, specializing in offering search capabilities and a variety of products and solutions, notably including the Elastic Stack, formerly recognized as the ELK Stack. The company's primary focus revolves around developing and supporting real- time search and analytics solutions, catering to a diverse clientele across industries, including enterprises, government organizations, and startups. Elastic does not possess an Acquiring Bank to validate or endorse its position. Consequently, every customer of Elastic Cloud is required to assume both risks and responsibilities when employing the Elastic Cloud- hosted Software as a Service (SaaS) solution to meet their PCI-related business requirements. Elastic itself does not engage in handling, storing, or processing in- scope PCI Data as an intrinsic part of its business model; however, its customers might manage cardholder data. The security of such data is deemed a shared responsibility, and Elastic may or may not gain logical access to its customer's data.
By providing versatile and comprehensive solutions, Elastic serves a broad spectrum of applications such as search, logging, security, and analytics, enabling their customers to efficiently manage and analyze large volumes of data.
Elastic as part of its Elastic Cloud services does not store, process, or transmit cardholder data (CHD) in any form. Elastic's customers are responsible for cardholder data stored within their environment. Elastic's Support Service and Cloud service includes infrastructure management, backup and restore, security monitoring, support, maintenance, and connection for customer instances hosted on cloud service providers managed by Elastic Cloud.

Part 2b. Description of Payment Card Business

Part 2c. Locations

List types of facilities (for example, retail outlets, corporate offices, data centers, call centers, etc.) and a summary of locations included in the PCI DSS review.

Type of facility:	Number of facilities of this type	Location(s) of facility (city, country):
Example: Retail outlets	3	Boston, MA, USA
Cloud Hosting Provider (PaaS)	19	 Google Cloud Platform Taiwan (asia-east1), gcp-asia-east1 Tokyo (asia-northeast1), gcp-asia-northeast1 Seoul (asia-northeast3), gcp-asia-northeast3



		 Mumbai (asia-south1), gcp-asia-south1 Singapore (asia-southeast1), gcp-asia-southeast1 Jakarta (asia-southeast2), gcp-asia-southeast2 Sydney (australia-southeast1), gcp-australia-southeast1 Finland (europe-north1), gcp-europe-north1 Belgium (europe-west1), gcp-europe-west1 London (europe-west2), gcp-europe-west2 Frankfurt (europe-west3), gcp-europe-west3 Netherlands (europe-west4), gcp-europe-west4 Paris (europe-west9), gcp-europe-west9 Montreal (northamerica-northeast1), gcp-southamerica-east1 Sao Paulo (southamerica-east1), gcp-southamerica-east1 Iowa (us-central1), gcp-us-central1 South Carolina (us-east1), gcp-us-east4 Oregon (us-west1), gcp-us-west1
Cloud Hosting Provider (PaaS)	20	 Amazon Web Services Tokyo (ap-northeast-1), ap- northeast-1 Singapore (ap-southeast-1), ap- southeast-1 Sydney (ap-southeast-2), ap- southeast-2 Cape Town (af-south-1), aws-af- south-1 Hong Kong (ap-east-1), aws-ap- east-1 Seoul (ap-northeast-2), aws-ap- northeast-2 Mumbai (ap-south-1), aws-ap- south-1 Canada (ca-central-1), aws-ca- central-1 Frankfurt (eu-central-1), aws-eu- central-1 Stockholm (eu-north-1), aws-eu- north-1 Milan (eu-south-1), aws-eu- south-1



		 London (eu-west-2), aws-eu-west-2 Paris (eu-west-3), aws-eu-west-3 Bahrain (me-south-1), aws-me-south-1 Ohio (us-east-2), aws-us-east-2 Ireland (eu-west-1), eu-west-1 Sao Paulo (sa-east-1), sa-east-1 N. Virginia (us-east-1), us-east-1 N. California (us-west-1), us-west-1 Oregon (us-west-2), us-west-2
Cloud Hosting Provider (PaaS)	16	Azure•New South Wales (australiaeast), azure- australiaeast•Sao Paulo (brazilsouth), azure- brazilsouth•Toronto (canadacentral), azure- canadacentral•Pune (centralindia), azure- centralindia•Pune (centralus), azure-centralus•Virginia (eastus), azure-centralus•Virginia (eastus2), azure-eastus2•Paris (francecentral), azure- francecentral•Tokyo (japaneast), azure- japaneast•Ireland (northeurope), azure- northeurope•Johannesburg (southafricanorth), azure- southafricanorth•Texas (southcentralus), azure- southcentralus•Singapore (southeastasia), azure-southeastasia•London (uksouth), azure-uksouth•Netherlands (westeurope), azure-westeurope•Washington (westus2), azure- westus2

Part 2d. Payment A	Applications			
Does the organization	use one or more	Payment Applications	s? 🗌 Yes 🛛 No	
Provide the following in	formation regard	ling the Payment App	lications your organizat	ion uses:
Payment Application Name	Version Number	Application Vendor	Is application PA-DSS Listed?	PA-DSS Listing Expiry date (if applicable)
Not Applicable	Not Applicable	Not Applicable	🗌 Yes 🗌 No	Not Applicable

Part 2e. Description of Environment

PCI DSS v3.2.1 Attestation of Compliance for Onsite Assessments – Service Providers r2 © 2006-2022 PCI Security Standards Council, LLC. All Rights Reserved.



Provide a <u>*high-level</u> description of the environment covered by this assessment.</u>*

For example:

- Connections into and out of the cardholder data environment (CDE).
- Critical system components within the CDE, such as POS devices, databases, web servers, etc., and any other necessary payment components, as applicable.

The Elastic Stack comprises a suite of software products that capture and store data from client sources, offering search, analysis, and visualization services. Offered as a subscriptionbased service, Elastic Cloud is one of Elastic's primary solutions, providing clients with a range of software options such as Search, Observe, and Protect. These can be deployed onpremises, in public or private clouds, or in hybrid setups, catering to diverse user and customer requirements. The product line of Elastic Cloud includes the Elasticsearch Service (ESS) and Elasticsearch Service Private (ESSP).

Elastic Cloud serves as a platform where Elastic oversees and manages components of the Elastic Stack, including Elasticsearch and Kibana, utilizing infrastructure from various public cloud providers like Amazon Web Services (AWS), Google Cloud Platform (GCP), and Microsoft Azure. The offerings from Elastic Cloud incorporate advanced features of the Elastic Stack, such as security, alerting, monitoring, reporting, machine learning, and graphing capabilities.

Customers deploying Elastic Cloud have the option to initiate with templates configured for specific use-cases, which include hot-warm architecture, CPU-optimized workloads, I/O optimized workloads, and memory-optimized workloads. Additionally, Elastic Cloud integrates enhanced security features, offering default encryption at rest and support for Security Assertion Markup Language (SAML) and native authentication for hosted deployments.

Elastic's clients have the option to configure their Elastic Cloud deployment and utilize its associated APIs and features to process, manage, and/or store data pertaining to card payments, cardholders, and/or financial transactions involving payment cards. Elastic refrains from accessing customer data unless for explicitly authorized objectives.

Elastic's Cloud service includes infrastructure management, backup and restore, security monitoring, support, maintenance, and connection for customer instances hosted on cloud service providers managed by Elastic Cloud. The PCI assessment's scope is centered on the managed services and supporting technologies that underpin Elastic Cloud's service offering.

Does your business use network segmentation to affect the scope of your PCI DSS environment?

🛛 Yes 🗌 No

(Refer to "Network Segmentation" section of PCI DSS for guidance on network segmentation)



Does your company have a rel	ationship with a	Qualified Integrator & Reseller (QIR) for	☐ Yes ⊠ No
the purpose of the services bei	•		
If Yes:			
Name of QIR Company:		Not Applicable	
QIR Individual Name:		Not Applicable	
Description of services provide	ed by QIR:	Not Applicable	
Does your company have a rel			
example, Qualified Integrator R	Resellers (QIR), g nosting companie	ne or more third-party service providers (for gateways, payment processors, payment es, airline booking agents, loyalty program ng validated?	🗌 Yes 🗌 No
example, Qualified Integrator R service providers (PSP), web-h	Resellers (QIR), g nosting companie	gateways, payment processors, payment es, airline booking agents, loyalty program	Yes No
example, Qualified Integrator R service providers (PSP), web-h agents, etc.) for the purpose of	Resellers (QIR), g nosting companie the services bei	gateways, payment processors, payment es, airline booking agents, loyalty program	Yes No
example, Qualified Integrator R service providers (PSP), web-h agents, etc.) for the purpose of <i>If Yes:</i>	Resellers (QIR), g nosting companie the services bei Description c	gateways, payment processors, payment es, airline booking agents, loyalty program ng validated?	Yes No
example, Qualified Integrator R service providers (PSP), web-r agents, etc.) for the purpose of <i>If Yes:</i> Name of service provider:	Resellers (QIR), g nosting companie the services bei Description c Cloud hosting	gateways, payment processors, payment es, airline booking agents, loyalty program ng validated? of services provided:	Yes No
example, Qualified Integrator R service providers (PSP), web-r agents, etc.) for the purpose of <i>If Yes:</i> Name of service provider: Amazon Web Services, Inc.	Resellers (QIR), g nosting companie the services bei Description c Cloud hosting Cloud hosting	gateways, payment processors, payment es, airline booking agents, loyalty program ng validated? of services provided: services / Platform as a Service	Yes No



Part 2g. Summary of Requirements Tested

For each PCI DSS Requirement, select one of the following:

- **Full** The requirement and all sub-requirements of that requirement were assessed, and no sub-requirements were marked as "Not Tested" or "Not Applicable" in the ROC.
- **Partial** One or more sub-requirements of that requirement were marked as "Not Tested" or "Not Applicable" in the ROC.
- None All sub-requirements of that requirement were marked as "Not Tested" and/or "Not Applicable" in the ROC.

For all requirements identified as either "Partial" or "None," provide details in the "Justification for Approach" column, including:

- Details of specific sub-requirements that were marked as either "Not Tested" and/or "Not Applicable" in the ROC
- Reason why sub-requirement(s) were not tested or not applicable

Note: One table to be completed for each service covered by this AOC. Additional copies of this section are available on the PCI SSC website.

Name of Service Assessed:		Elasticsearch Service on the Elastic Cloud (ESS) and Elasticsearch Service Private (ESSP)				
	Details of Requirements Assessed					
PCI DSS Requirement	Full Partial None		None	Justification for Approach (Required for all "Partial" and "None" responses. Identify which sub-requirements were not tested and the reason.)		
Requirement 1:				Req. 1.1.3 – Not Applicable. There is no CDE		
				Req. 1.2.3 – Not Applicable. There are no wireless networks.		
				Req. 1.3.4 – Not Applicable. There is no CDE		
				Req. 1.3.6 – Not Applicable. There are no components that store CHD.		
Requirement 2:				Req. 2.1.1 – Not Applicable. There are no wireless networks.		
				Req. 2.2.3 – Not Applicable. There are no insecure services in use.		
				Req. 2.6 – Not Applicable. Elastic is not a shared hosting provider.		
Requirement 3:				Req. 3.1 – Not Applicable. There are no CHD in scope for this assessment.		
				Req. 3.2 – Not Applicable. There are no CHD in scope for this assessment.		
				Req. 3.3 – Not Applicable. There are no CHD in scope for this assessment.		
				Req. 3.4 – Not Applicable. There are no CHD in scope for this assessment.		
				Req. 3.4.1 – Not Applicable. Disk Encryption is not used.		



			Req. 3.5, 3.5.1, 3.5.2, 3.5.3, 3.5.4, 3.6, 3.6.1, 3.6.2, 3.6.3, 3.6.4, 3.6.5, 3.6.6, 3.6.7, 3.6.8 – Not Applicable. There are no key management processes.
Requirement 4:		\boxtimes	Req. 4.1 – Not Applicable. There are no transmissions of CHD.
			Req. 4.1.1 – Not Applicable. There are no wireless networks.
			Req. 4.2 – Not Applicable. There are no CHD in scope for this assessment.
			Req. 4.3 – Not Applicable. There are no CHD in scope for this assessment.
Requirement 5:	\square		
Requirement 6:			
Requirement 7:	\boxtimes		
Requirement 8:			Req. 8.1.5 – Not Applicable. There are no third-parties with access.
			Req. 8.7 – Not Applicable. There are no databases with stored CHD in scope.
Requirement 9:		\boxtimes	Req. 9.6, 9.6.1, 9.6.2, 9.6.3, 9.7, 9.7.1, 9.8, 9.8.1, 9.8.2 – Not Applicable. There are no media.
			Req. 9.9, 9.9.1, 9.9.2, 9.9.3 – Not Applicable. There are no POS/POI devices.
Requirement 10:			Req. 10.2.1 – Not Applicable. There is not a CDE.
Requirement 11:			Req. 11.1.1 – Not Applicable. There are no wireless devices.
			Req. 11.2.3 – Not Applicable. There has not been significant change.
Requirement 12:			
Appendix A1:			Not Applicable
			A1.1 – Elastic is not a shared hosting provider.
			A1.2 – Elastic is not a shared hosting provider.
			A1.3 – Elastic is not a shared hosting provider.
			 A1.4 – Elastic is not a shared hosting provider.
Appendix A2:			Not Applicable
			A2.1 – No POS/POI devices within the CDE
			A2.2 – No POS/POI devices within the CDE
			A2.3 – No POS/POI devices within the CDE



Section 2: Report on Compliance

This Attestation of Compliance reflects the results of an onsite assessment, which is documented in an accompanying Report on Compliance (ROC).

The assessment documented in this attestation and in the ROC was completed on:	12/11/2023	
Have compensating controls been used to meet any requirement in the ROC?	Yes	🖾 No
Were any requirements in the ROC identified as being not applicable (N/A)?	🛛 Yes	🗌 No
Were any requirements not tested?	🗌 Yes	🖾 No
Were any requirements in the ROC unable to be met due to a legal constraint?	🗌 Yes	🖾 No



Section 3: Validation and Attestation Details

Part 3. PCI DSS Validation

This AOC is based on results noted in the ROC dated 12/11/2023.

Based on the results documented in the ROC noted above, the signatories identified in Parts 3b-3d, as applicable, assert(s) the following compliance status for the entity identified in Part 2 of this document (*check one*):

- Compliant: All sections of the PCI DSS ROC are complete, all questions answered affirmatively, resulting in an overall COMPLIANT rating; thereby *Elasticsearch, Inc.* has demonstrated full compliance with the PCI DSS.
- Non-Compliant: Not all sections of the PCI DSS ROC are complete, or not all questions are answered affirmatively, resulting in an overall NON-COMPLIANT rating, thereby (Service Provider Company Name) has not demonstrated full compliance with the PCI DSS.

Target Date for Compliance: Not Applicable

An entity submitting this form with a status of Non-Compliant may be required to complete the Action Plan in Part 4 of this document. *Check with the payment brand(s) before completing Part 4.*

Compliant but with Legal exception: One or more requirements are marked "Not in Place" due to a legal restriction that prevents the requirement from being met. This option requires additional review from acquirer or payment brand.

If checked, complete the following:

Affected Requirement	Details of how legal constraint prevents requirement being met		
Not Applicable	Not Applicable		
Not Applicable	Not Applicable		

Part 3a. Acknowledgement of Status

Signatory(s) confirms:

(Check all that apply)

	The ROC was completed according to the PCI DSS Requirements and Security Assessment Procedures, Version 3.2.1, and was completed according to the instructions therein.
	All information within the above-referenced ROC and in this attestation fairly represents the results of my assessment in all material respects.
	I have confirmed with my payment application vendor that my payment system does not store sensitive authentication data after authorization.
\boxtimes	I have read the PCI DSS and I recognize that I must maintain PCI DSS compliance, as applicable to my environment, at all times.
	If my environment changes, I recognize I must reassess my environment and implement any additional PCI DSS requirements that apply.



Part 3a. Acknowledgement of Status (continued)				
	No evidence of full track data ¹ , CAV2, CVC2, CVN2, CVV2, or CID data ² , or PIN data ³ storage after transaction authorization was found on ANY system reviewed during this assessment.			
\boxtimes	ASV scans are being completed by the PCI SSC Approved Scanning Vendor Qualys			

Part 3	b. Service	Provider Attestation	
	Zumstein		
box sign	1JPWYV7L-1VV6655P		
Signat	ure of Servic	e Provider Executive Officer ٨	Date: 12/11/2023

Signature of Service Provider Executive Officer $ earrow$	Date: 12/11/2023		
Service Provider Executive Officer Name: Abby Zumstein	<i>Title:</i> Sr. Manager, Customer Trust and Assurance		

If a QSA was involved or assisted with this assessment, describe the role performed:	The QSA performed the assessment and led the effort to document the Report on Compliance. This included:
	 Reviewing pre-assessment evidence for completeness. Leading on-site assessment to collect and verify evidence in a combination of guided configuration and evidence reviews, application demonstrations, and interviews. Leading the post on-site remediation and validation process including the review of the evidence for requested sample sets. Documenting observations based on evidence leading to
	completion of the Report on Compliance and Attestation of Compliance.

Kevin Wieting			
boxsion 42799077: 17V96559 Signature of Duly Authorized Officer of QSA Company ↑	Date: 12/11/2023		
Duly Authorized Officer Name: Kevin Wieting	QSA Company: Coalfire Systems, Inc.		

Part 3d. Internal Security Assessor (ISA) Involvement (if applicable)

If an ISA(s) was involved or assisted with	Not Applicable
this assessment, identify the ISA personnel	
and describe the role performed:	

¹ Data encoded in the magnetic stripe or equivalent data on a chip used for authorization during a card-present transaction. Entities may not retain full track data after transaction authorization. The only elements of track data that may be retained are primary account number (PAN), expiration date, and cardholder name.

² The three- or four-digit value printed by the signature panel or on the face of a payment card used to verify card-not-present transactions.

³ Personal identification number entered by cardholder during a card-present transaction, and/or encrypted PIN block present within the transaction message.



Part 4. Action Plan for Non-Compliant Requirements

Select the appropriate response for "Compliant to PCI DSS Requirements" for each requirement. If you answer "No" to any of the requirements, you may be required to provide the date your Company expects to be compliant with the requirement and a brief description of the actions being taken to meet the requirement.

Check with the applicable payment brand(s) before completing Part 4.

PCI DSS Requirement	Description of Requirement	Compliant to PCI DSS Requirements (Select One)		Remediation Date and Actions (If "NO" selected for any
		YES	NO	Requirement)
1	Install and maintain a firewall configuration to protect cardholder data	\boxtimes		
2	Do not use vendor-supplied defaults for system passwords and other security parameters			
3	Protect stored cardholder data	\boxtimes		
4	Encrypt transmission of cardholder data across open, public networks			
5	Protect all systems against malware and regularly update anti-virus software or programs			
6	Develop and maintain secure systems and applications			
7	Restrict access to cardholder data by business need to know	\boxtimes		
8	Identify and authenticate access to system components			
9	Restrict physical access to cardholder data	\boxtimes		
10	Track and monitor all access to network resources and cardholder data	\boxtimes		
11	Regularly test security systems and processes	\boxtimes		
12	Maintain a policy that addresses information security for all personnel			
Appendix A1	Additional PCI DSS Requirements for Shared Hosting Providers			
Appendix A2	Additional PCI DSS Requirements for Entities using SSL/early TLS for Card- Present POS POI Terminal Connections			

