HITRUST®

6175 Main Street
Suite 400
Frisco, TX 75034

December 16, 2021

Rackspace
1 Fanatical Pl.
San Antonio, TX 78218

Based upon the procedures performed by an Authorized External Assessor which indicated that there were no material changes to the control environment that would result in Rackspace ("the Organization") no longer meeting certification criteria of the HITRUST® CSF Assurance Program, the following systems, locations, and supporting infrastructure of the Organization ("Scope") continue to meet the HITRUST CSF® v9.3 certification criteria:

> Rackspace: Managed Dedicated Customer Support Environment, Managed Public Cloud Support Environment, and Rackspace Managed Security Support Environment. In-scope data centers include: Chicago, IL (ORD1); Richardson, TX (DFW3); Ashburn, VA (IAD3); Crawley, England (LON5); New South Wales, Australia (SYD2); San Jose, CA (SJC2); Singapore (SIN2); Shanghai, China (SHA3); Somerset, NJ (NYC2); Kansas City, MO (MCI1); Woking, England (LON9); London, England (LON7); Kubik, England (LON3); Slough, England (LON6); New Territories, Hong Kong (HKG2); Frankfurt, Germany (FRA2); Frankfurt, Germany (FRA1); and Somerset, NJ (NYC1).

The initial certification was awarded to the Organization on 12/10/2020 and is valid for a period of two years assuming the following occurs:

- Annual progress is being made on areas identified in the Corrective Action Plan(s) (CAPs).
- No data security breach reportable to a federal or state agency by law or regulation has occurred within or affecting the assessed environment.
- Either no significant changes in the business or security policies, practices, controls and processes have occurred that might impact its ability to continue to meet the respective HITRUST CSF Assurance Program criteria, or—where there were changes—procedures performed by the external assessor indicate the Organization's control environment continues to meet the criteria against which the Organization was initially assessed.

Based upon the work performed by the Organization's external assessor, HITRUST is of the opinion that the requirements of the HITRUST CSF v9.3 certification program continue to be met.

Additional information on the HITRUST CSF Assurance Program can be found at the HITRUST website at *https://hitrustalliance.net.*

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