# APAC Data Map

This document describes where Microsoft stores customer data in the course of providing Office 365 and Microsoft Dynamics CRM Online services for customers located in the Asia-Pacific region (APAC). Specifically, it provides information regarding the locations of primary and backup data centers for customer data stored in Office 365 and Microsoft Dynamics CRM Online services.
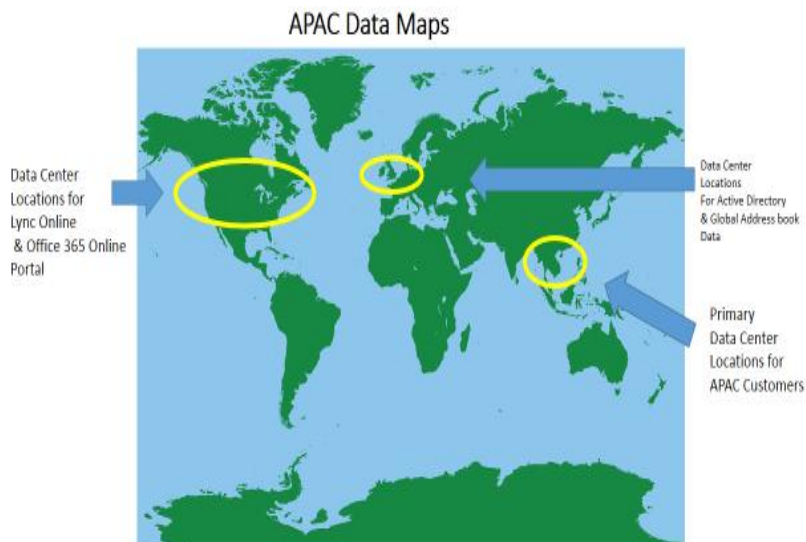
Primary Data Centers:

A primary data center is where the application software and the customer data running on the software are located. The primary data centers for Office 365 and Microsoft Dynamics CRM Online services are located in Hong Kong and Singapore. Microsoft uses a data center in Ireland as the primary data center for customer data such as Active Directory Data and Global Address Book. Microsoft uses the United States data center for Lync Online and Online Portal. However, if you access the online services portal from a region other than the U.S. or the EU, the web pages you view will be hosted in that region's data center.

Backup Data Centers:

A backup data center is used for failover purposes. If the primary data center ceases functioning for any reason, the application software and customer data running on that application software will also be available from the backup data center. Customers might not be notified when failover occurs. Depending on the particular service, failover may not result in any service interruption. Customers should assume that at any given time their customer data may be processed in either the primary or the backup data center.

Microsoft maintains backup datacenters in Hong Kong and Singapore. Microsoft uses a data center in Ireland as backup data center for Lync Online Active Directory and Global Address Book data and Online Portal.

Service Logs

Office 365 and Microsoft Dynamics CRM Online have been designed to use service logs, rather than direct access to customer data, for purposes of providing, maintaining, and troubleshooting the online services. Service logs record errors and performance issues, and may contain limited customer data such as email addresses, subject lines of emails, file names, and site URLs to identify the source of the error or performance issue being recorded. Service logs do not contain customer-authored data such as customer documents, email message bodies or attachments, website content, or IM/voice conversations. Service logs that contain customer data are stored in the

data centers identified above. Occasionally, access is required from another location to address a specific service issue.

Security and Privacy

Please read the Security white paper and Security section of the Trust Center for details on Office 365 security practices. Please read the Privacy white paper and Privacy section of the Trust Center for details on Office 365 privacy practices. You may also read the Microsoft Dynamics CRM Online Security and Service Continuity white paper and the Standard Response to Request for Information–Security and Privacy for details on Microsoft Dynamics CRM Online security and privacy controls.