

STACKIT GmbH & Co. KG
Stiftsbergstraße 1 | 74172 Neckarsulm

Service Certificate – STACKIT Object Storage

Service Name

STACKIT Object Storage

High level service description

The STACKIT Object Storage Service (“Object Storage”) provides customers with a means of object-based data storage using an S3-compatible protocol. Object Storage supports scalable data storage for various use cases such as websites, mobile applications, backup and recovery, archiving, and IoT. Object Storage is provided to customers in the form of storage units (buckets). These buckets can be deployed, used, scaled, and deleted separately from each other. Data are stored redundantly across multiple Availability Zones.

Key Features

- Easy and secure access: Access control for buckets as well as access via encrypted HTTPS connection
- Scalable object-based data storage to support multiple use cases
- Demand-based creation of new buckets for storing data
- Flexible storage and deletion of files in the storage environment
- High availability through redundancy: Data storage across multiple Availability Zones

Service Plans

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Metric

- Billing per hour or part thereof per gigabyte or part thereof

SLA Specifics

Availability is defined as the percentage of time the system remains operational and data in the system can be accessed. This does not include customer configurations or other customer-related properties for unavailability.

Die Durability ist definiert als der prozentuale Anteil der Zeit, in der das System korrekt funktioniert und die Integrität der darin gespeicherten Daten bewahrt wird. Die Durability wird anhand der Wahrscheinlichkeit eines Datenverlusts berechnet, d. h. eines Fehlerereignisses im System, das zu einer Beschädigung der Daten oder einem dauerhaften Verlust des Datenzugriffs führen kann.

The durability of the Object Storage is 99.999999999% on a calendar month average.

Backup

- Backup and restoring of the object storage are the responsibility of the customer and are not included in the service

Additional Terms

- The creation and recovery of backups are the responsibility of the customer
- The customer is responsible for the settings on their bucket (especially the setting and granting of access rights)

Anhang: Exportierbarkeit (Online Register)

Data Type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data	<i>Data stored by the customer on the STACKIT Object Storage (incl. Metadata)</i>	Yes	various, depending on the customer data	Customer data can be stored on or exported from the STACKIT Object Storage via the S3 protocol. This usually requires an S3-compatible client.
User Accounts & Permissions	<i>Useraccounts (Access- und Secretkey)</i>	Yes	JSON / Text	The credentials can be accessed via API or STACKIT portal
	<i>Permissions (within the Object Storage, e.g. Bucket Policies)</i>	Yes	JSON / Text	The bucket policies can be saved and exported using the S3 protocol. This usually requires an S3-compatible client.
	Access to STACKIT project	Yes	JSON / Text	General access to the STACKIT project can be seen in the "IAM and Management" section in the STACKIT Portal.
System Metrics (Instances / Resources in Use)	Sizes and Capacities, e.g. the used Object Storage space	Yes	JSON / Text	The current Object Storage space usage can be read out via the S3 protocol. Limits are published in the STACKIT documentation. This usually requires an S3-compatible client.
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	Yes	JSON / Text	Functionality can be validated via S3 protocol. In addition, compatibilities are stored in the STACKIT documentation. This usually requires an S3-compatible client.

Product / service-related data (product properties)	Configuration data and source code	No. Company confidential STACKIT.	-	-
	Other service-related information	-	-	no other service-related information available
	Log Data (non personalized and personalized) <i>System-status, technical events, etc.</i>	No. Company confidential STACKIT.		-
	Log Data (non personalized and personalized) of the STACKIT Object Storage Management API <i>Login/Logout of User, User activities</i>	Yes	JSON / Text	All API-Calls to STACKIT Object Storage Management API via STACKIT Audit Log
	Log Data (non personalized and personalized) of the STACKIT Object Storage API <i>Login/Logout of User, User activities</i>	No. Company confidential STACKIT.	-	-

Version and start of validity

Version 1.1, valid from 12.09.2025

STACKIT GmbH & Co. KG
Stiftsbergstraße 1
D-74172 Neckarsulm

Tel: +49 (0) 7132-30474747
info@stackit.de
www.stackit.de

Kommanditgesellschaft mit Sitz Neckarsulm
Amtsgericht Stuttgart HRA 741347
USt-IdNr. DE368560082

Commerzbank AG
DE55 6004 0071 0521 9928 00
SWIFT/BIC: COBADEFFXXX

Komplementärin: STACKIT Beteiligungs-GmbH | Sitz: Neckarsulm | Registergericht: Stuttgart, HRB 795936
Geschäftsführer: Christian Müller, Robin Hermann