

FAQs

Amadeus IT Compliance Reports and Certificates Repository

1. How to submit an audit report and certificate request?

1. Customers will fill in a Form with their contact details, the Point of Contact (PoC) at Amadeus and the reports/certificates they need:

The screenshot shows a web form titled "Amadeus IT Compliance Reports Repository". It includes a "Required" section and a "Your Details" section. The "Your Details" section contains three fields: "2. Company Name", "3. Company Address", and "4. Company Region". Each field has a text input area and a "Required" asterisk. The "Company Region" field has radio button options for Asia, North America, South America, Africa, and Europe.

2. It is very important that the correct details (name and email address) of your Amadeus Point of Contact (typically the account manager) are entered in the form.
3. To ensure that the request is legitimate, Amadeus will review the request and approve it if all the necessary conditions for the secure distribution of the documents are met. In some cases, an NDA will need to be signed.
4. Customers will then receive the requested documents in their inbox, with their Amadeus Point of Contact always in copy.

2. What documents can be requested?

The following reports and certificates are available for distribution, covering various Amadeus systems and platforms:

- SOC 1 Type II interim (JAN-SEP) and full-year (JAN-DEC) reports
- SOC 2 Type II
- SOC Bridge Letters
- PCI DSS Attestations of Compliance (AOC)
- PCI DSS Quarterly Attestation of Scan Compliance (AOSC)
- PCI DSS Certificate
- ISO 27001 Certificate

Please keep in mind that **not all the reports are applicable to all types of customers**. In the Form, the requestor will see the types of reports distributed by the type of customers that can request them. If you have any questions, do not hesitate to contact your Amadeus Point of Contact.

3. Can I request multiple documents within the same request?

Yes, you can. In the Form you will be able to select all the documents you need with a single request. It is important to consider that the system cannot process each document requested individually. Therefore:

1. If multiple documents are requested and Amadeus determines that you, as a customer, are not entitled to receive one of them, the whole request will be rejected.
2. ISO 27001 and PCI DSS certificates do not require approval, but if they are requested in conjunction with other reports that require approval (e.g., SOC 1), the distribution of the ISO 27001 or PCI DSS certificate will be done once the whole request is approved.
3. If multiple documents are requested and at least one of them requires an NDA, the other documents will not be distributed until the NDA has been signed.

4. What if my request is rejected?

Amadeus takes security aspects and the protection of confidential information very seriously, that's why all requests are reviewed to ensure they are legitimate. Amadeus could determine that a customer is not entitled to receive a particular document due to various reasons (e.g., the scope of an audit report does not apply to products that a customer has contracted with Amadeus). In those cases, the customer will receive an email notifying them that the request has not been approved, so please get in touch with your usual Amadeus point of contact and/or submit another request.

5. How long will it take to receive the selected documents?

The documents' delivery time will vary depending on the number of legal checks that need to be performed internally to ensure the legitimacy of the request and the applicability of the reports requested. It usually takes a couple of working days depending on the reviewer's availability. However, if more details need to be checked, the expected time may increase.