

# Cloud Playground Data Security FAQs

We get it. The security of your data is important. That's why we built Cloud Playground with risk management and security in mind.

Cloud Playground gives teams safe, easily accessible practice spaces so they can learn by doing and experiment with real tools in real environments. It's a no-risk, all-rewards approach to hands-on skills development.

- There's no risk to your production environment.
- We provide login credentials. This discourages your people from spinning up personal accounts to experiment with your data.
- Instances delete with inactivity so there are no worries about surprise bills for resources left running.

Below are a few commonly asked questions about Cloud Playground. Got more questions? We have more answers! Please reach out to [support@acloud.guru](mailto:support@acloud.guru)

## How is data handled?

Data is removed entirely when related items are deleted by the user, or automatically in the timeframes below per each tool:

- **Cloud Servers:** Shut down after 4 hours and fully deleted after 14 days of non-usage
- **Cloud Sandboxes:** 4 hours
- **Hands-On Labs:** Different on each specific Lab but always under 4 hours

And don't worry. Although ACG admins have full access to Cloud Playground, we only use the data to troubleshoot issues and for flagging account abuse. To be extra judicious, we recommend any data uploaded for training be for testing purposes only — with no personal or confidential info provided. (Giving fledgling cloud learners access to real data can be a real bad idea.)

## What happens to the data when an account ends?

Data is deleted once the Cloud Sandbox or Cloud Server is deleted.

## How long does data live in your system?

Until the instance is deleted.

## Do students have to provide their own credentials?

No. Credentials are provided by us.

## What happens when instances are left open?

This varies depending on the tool. Cloud Sandboxes are closed and recycled after 4 hours. Hands-on Labs are closed and recycled based on the specific time limit per lab, but last no longer than 4 hours. Cloud Servers are shut down after 4 hours of inactivity and deleted after 14 days of non-usage.

## What happens when an instance is shut down?

For Cloud Sandboxes and Hands-On Labs, all resources are deleted. Cloud Servers are placed in a shutdown state.

## Are instances backed up?

No.

## What suspect activity does ACG monitor for?

We actively monitor Cloud Playground for abusive, prohibited, or otherwise un-awesome behavior. Monitoring of the environment includes, but is not limited to: Bitcoin mining, DDoS attempts, Port Scanning External Hosts, and excessive network traffic.

## Who on the ACG side has access to the AWS console and at what levels?

Lab Services has admin access to all lab environments.

## For the server portion, what access does ACG itself have to the server once it is created?

Full admin access.

## What regions can users spin up resources in?

### Amazon Web Services:

US-East-1 and US-West-2. The exception is Lightsail, where resources can be deployed in any region Lightsail is supported.

### Google Cloud Platform:

All regions

### Azure:

- |                        |                    |
|------------------------|--------------------|
| • Canada East          | • Japan West       |
| • Central India        | • Korea Central    |
| • Central US           | • Korea South      |
| • East Asia            | • North Central US |
| • East US              | • South India      |
| • East US 2            | • West Central US  |
| • Germany North        | • West India       |
| • Germany West Central | • West US          |
| • Global               | • West US 2        |

*We do not support any Federal Regions*

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