

**Official**

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To Whom It May Concern,

NJOY SECURITY has conducted an independent Information Security Registered Assessors Program (IRAP) Assessment of the Zscaler Zero Trust Exchange (ZTE) Platform. This assessment was performed against the December 2024 release of the Australian Government Information Security Manual (ISM) and following the IRAP Policies and Procedures, as well as the Australian Cyber Security Centre's (ACSC) Anatomy of a Cloud Assessment and Authorisation guidance.

The IRAP Assessment reviewed the security controls implemented by Zscaler across the ZTE SaaS platform and its supporting infrastructure hosted on Amazon Web Services (AWS) and Australian sovereign colocation facilities. The assessment focused on alignment with ISM control objectives for systems processing information classified up to PROTECTED.

This review evaluated Zscaler's security posture across governance, administrative foundations, platform and infrastructure security, data protection, and the implementation of the shared responsibility model, including reliance on inherited controls from AWS and third-party colocation providers. The assessment identified strengths in Zscaler's zero-trust architecture, control coverage, and governance practices, along with areas for improvement, such as evidence limitations in third-party physical infrastructure and the need for robust consumer configuration and risk management.

This letter serves as confirmation that an IRAP Assessment of the Zscaler Zero Trust Exchange Platform has been completed. The assessment provides independent assurance regarding the implementation and effectiveness of controls within the scope defined by Zscaler. It does not confer certification, accreditation, or authorisation to operate.

It is essential to note that completing an IRAP Assessment does not exempt cloud consumers—including Australian Government agencies—from conducting their risk assessment, obtaining risk owner acceptance, and making an authorisation decision before using the Zscaler ZTE Platform, in accordance with the ACSC Cloud Assessment and Authorisation guidance.

For further information regarding the IRAP Assessment of the Zscaler Zero Trust Exchange Platform, please contact Zscaler directly.

Regards

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