



SECURITY OVERVIEW

Adobe Commerce as a Cloud Service

October 2025



About Adobe Commerce as a Cloud Service

Adobe Commerce as a Cloud Service is a cloud-native platform that enables enterprises to deliver exceptional eCommerce experiences at speed and scale. With generative AI capabilities to boost content creation, Adobe Commerce as a Cloud Service also includes a proven digital asset management solution powered by Adobe Experience Manager Assets and state-of-the-art authoring technologies in a single platform for both B2C and B2B organizations. For more information, please see [Experience League](#).

Commerce as a Cloud Service Components

- **Commerce Storefront** – Enables merchants to create rich personalized experiences through a storefront powered by Edge Delivery Services. For more information, please see [Experience League](#).
- **Product Visuals** – Simplify asset management using a digital asset management (DAM) system that integrates with [Adobe Experience Manager](#) for managing rich media content.
- **Intelligent Services** – Help merchants support key business goals with a rich set of intelligent, composable services including live search, catalog service, and product recommendations. These services also provide APIs that are critical to optimizing performance at scale.
- **Commerce Foundation** – Provides a secure automated hosting platform and self-service features for managing Adobe Commerce as a Cloud Service in a cloud-native environment.
- **Adobe Developer App Builder** – Includes comprehensive extension points and tools to build applications that extend Commerce Foundation capabilities and integrate with third-party systems (such as CRM, ERP, and PIM). App Builder also includes API Mesh, a service that orchestrates APIs and stitches together responses into a unified GraphQL schema for easy consumption by the storefront.
- **GraphQL APIs** – Expose each of the core Adobe Commerce as a Cloud Service services to a wide variety of applications.
- **REST APIs** – Allow asynchronous syndication and bulk import/export of data between Adobe Commerce as a Cloud Service and back-office systems of record, such as ERP, CRM, DAM, and pricing solutions.
- **Content Delivery Network (CDN)** – Optimizes content flow between users and the Adobe Commerce as a Cloud Service hosting environment with a built-in web application firewall (WAF) and bot protection¹.
- **Payment Service Provider** – Enables merchants to accept payments² from shoppers to complete transactions.

¹ The built-in CDN protects the Adobe hosted Commerce as a Cloud Service solution. In addition, merchants can opt to deploy an Adobe-managed CDN or purchase their own CDN solution to protect their Commerce-powered storefront. For more information, please see [BYO Storefront](#).

² Merchants can choose to use Adobe's Payment Services or a third-party payment service provider.

Accessing Adobe Commerce as a Cloud Service

To enable a user to access Adobe Commerce as a Cloud Service, the merchant's Adobe admin must add the user to the organization and assign access to the product through the Adobe Admin Console. Role-based permissions are available and enable admins to control access to specific features, options, and capabilities. For more information, please see [Experience League](#).

Adobe Commerce as a Cloud Service uses Adobe Identity Management Services (IMS) to manage access and entitlements for users. For more information about Adobe IMS, please see the [Adobe Identity Management Services Security Overview](#).

Data Encryption³

- **In Transit** – All data is encrypted in transit over HTTPS using TLS 1.2 or greater.
- **At Rest** – Any data stored by Adobe Commerce as a Cloud Service is encrypted at rest using AES 256-bit encryption.

Adobe Commerce as a Cloud Service Security Architecture and Data Flow

The following example illustrates how data typically flows in Adobe Commerce as a Cloud Service:

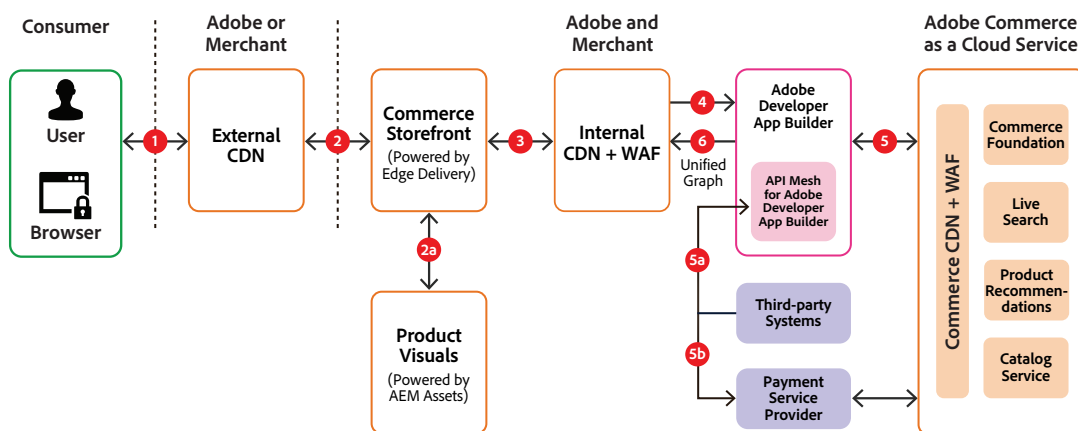


Figure 1: Adobe Commerce as a Cloud Service data flow diagram

³ Adobe Commerce as a Cloud Service is PCI-compliant and does not store credit card information or process payments within the solution. All payments are processed through third-party payment processors. The merchant is responsible for ensuring that any third-party integrations are configured and maintained as PCI-compliant if they must handle PII data. Adobe Commerce as a Cloud Service is bundled with Adobe Payment Services, offering a PCI-compliant payment solution with built-in payment integrations. This integration handles sensitive payment information directly, reducing the scope of PCI compliance on the merchant.

Data Flow Narrative

Step 1: The shopper types in the URL of the merchant's storefront in their browser, which sends the URL to the Commerce Storefront's Content Delivery Network (External CDN).

Step 2: If the site URL is cached, the Storefront CDN returns it to the shopper. If it is not already cached (e.g., first request for a resource), the external CDN forwards the shopper's request to the internal CDN and caches the response for subsequent requests.

Step 2a: If the request is for images or videos, it is sent to Product Visuals for fulfillment and returned to the storefront.

Step 3: If the site URL is cached on the internal CDN, it is returned from that cache. If not, it is sent to the API Mesh and the response is cached for subsequent requests.

Step 4: The API Mesh acts as the orchestration layer and determines⁴ whether to send the request to Adobe Commerce as a Cloud Service or a third-party system to fulfill the request.

Step 5: Requests sent to Adobe Commerce as a Cloud Service pass through a Web Application Firewall (WAF) that blocks suspicious or malicious requests. If the requested URL is cached at the Commerce CDN, it is delivered from that cache. If it is not cached, it is returned from one or more Adobe Commerce as a Cloud Service microservices (for example, foundation, search, and recommendations) and then cached for future requests.

Step 5a: If the request is sent to a third-party system, the response will be returned to API Mesh.

Step 5b: If the request is for payment processing, the payment provider will render an i-frame into the storefront for the shopper to securely enter the credit card information and complete the payment transaction.

Step 6: Once responses from Adobe Commerce as a Cloud Service or third-party services are received by API Mesh, they are stitched together into a unified graph and returned to Commerce Storefront to serve the shopper's request.

⁴ Dependent on customer customization.

Data Processing and Storage Locations

Adobe Commerce as a Cloud Service Hosting Locations

Commerce Storefronts	Product Visuals Powered by AEM Assets	App Builder	Merchandising Services	Commerce Foundation
North America (Oregon & Virginia)	North America (Oregon, Virginia & Canada)	North America (Virginia)	North America (Oregon & Virginia)	North America (Oregon & Virginia)
Europe (Ireland)	Europe (London, Amsterdam, Frankfurt & Ireland)	Ireland	Europe (London & Frankfurt)	Europe (London & Frankfurt)
Japan	Japan	Japan	Japan	Japan
India	India		India	India
Singapore	Singapore		Singapore	Singapore
Australia	Australia		Australia	Australia

API Mesh is hosted on Cloudflare CDN across [330 edge locations](#) globally.

Questions?

If you have any additional questions about the security posture and capabilities of Adobe Commerce as a Cloud Service, please contact your Adobe account manager. For all other questions about Adobe's security programs and processes and compliance certifications, please see the [Adobe Trust Center](#).