Supplier security policy

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Owned by the Founder & CEO · Approved by the Founder & CEO
Latest version: https://trust.complydog.com/documents/policies/supplier-security

Why we have this policy

Much of ComplyDog's information lives with suppliers: hosting, email, payments and other services. Their security is part of ours, so we choose and watch them carefully.

Which suppliers

Any supplier that can reach our systems or information, or that our service depends on.

Before we use a new supplier

The Founder & CEO approves each new supplier after we check:

- what information they'll handle and how important they are to us;
- their security: a certificate or report such as ISO 27001 or SOC 2, or answers to our questions;
- where they keep the data, and the safeguards if it leaves the EU or UK;
- how we'd get our data back and move away if we had to.

Contracts

Suppliers that handle personal data have a data processing agreement with us, whether we sign one or accept their standard terms. We check their terms cover confidentiality, security, telling us about incidents promptly, and returning or deleting our data when we leave.

Keeping track

We keep every supplier in our subprocessor list in ComplyDog, with what they do and where. We check key suppliers again every 12 months, and whenever they have a serious incident or change how they work.

Leaving a supplier

When we stop using a supplier, we remove their access and make sure our data is returned or deleted.

Who is responsible

The Founder & CEO owns this policy and looks at it again at least every 12 months. The Founder & CEO approved it. When we review this policy, we also check it's being followed: we look at the records it asks for and fix any gaps we find. If something in this policy can't be followed, the Founder & CEO can agree an exception. It's written down with the reason, what we do instead and an end date.