

## REX Frequently Asked Questions

### **Q. Will we be able to see the vulnerabilities REX uncovers in your apps?**

#### **A. The short answer is yes... but...**

...the longer answer is also yes. We store all the scan results associated with your account in the backend. This is so you can access them and compare them to track improvements with your security and vulnerability management.

Saying that - we don't look in the back end unless we have to; it'll only be if there is an issue or for maintenance. So, even though technically we can see you vulns, we won't really be looking.

### **Q. But this is sensitive information, would we be open to an NDA?**

#### **A. Yes absolutely!**

We have a boilerplate NDA (non-disclosure agreement) that you can sign-up to if you want to, but if you want something more specific to you and your company, we're always happy to accommodate.

### **Q. But this is sensitive information, how do you keep it secure?**

#### **A. The short answer is - we're a security consultancy so we must be secure right?**

The sensible answer is - we regularly pentest REX, we follow our secure coding guidelines, we have stringent internal security processes and we require the hosting services (Google Cloud) to do the same; basically, we practice what we preach.

### **Q. How long do you keep this information?**

#### **A. For as long as you want us to.**

If you delete it, it will also be deleted from the back end. If you close your account, it will be deleted from the back end. However, because it's hosted with Google Cloud, it can take up to ten days for the data to be deleted from backups.

### **Q. How do I give you my feedback?**

#### **A. There are a few ways we'll be collecting feedback:**

- Through the app itself; this might be questions pushed out by the app or via the webchat function
- Through the REX slack group
- We may ask you to a round table session, this is likely to be over zoom, and totally up to you if you want to attend
- We may ask you to take a phone call from one of our engagement managers
- We'll be sending out email updates on how REX is progressing, but these won't be spammy and won't be too often

**Q. Are there any expectations of public partnerships/testimonials in the early stages?**

**A. Feedback on the tool is our primary goal** in the early stages rather than testimonials, if you'd like to give us a testimonial that would be great, but there's no expectation.

**Q. I've expressed an interest what happens next?**

**A. We'll email you** asking for the email address you want your license signed up to along with a link to our terms and conditions, privacy notice and a boiler plate NDA. Once you've agreed these, we'll sign you up and invite you to the Slack group.

Remember, we're happy to use your NDA if you prefer.