CAIQ-Lite Questionnaire for UST QE360 JIRA Plugin – UST Story QE Agent

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Section1: Data Security & Privacy

Do you encrypt data at rest?

Yes. All data stored in Forge storage is encrypted at rest using AES-256.

Do you encrypt data in transit?

Yes. All communication between the app and Atlassian APIs occurs over TLS 1.2+.

Do you store customer data outside Atlassian's cloud?

No

Section 2: Identity & Access Management

Do you handle customer authentication?

No. Authentication and user identity are handled by Atlassian accounts (OAuth 2.0 / JWT).

Do you enforce least-privilege access? –

Yes. The app requests only the minimal set of OAuth scopes required for functionality.

Section 3: Application Security

Do you perform security reviews? –

Yes. All app code undergoes peer review, UST security scanning, and Atlassian's Forge platform enforces security controls.

Do you have a secure SDLC? –

Yes. We follow secure coding practices, dependency scanning, and Atlassian Marketplace app security requirements.

Section 4: Logging & Monitoring

Do you log application activity? –

Yes. The app uses Forge logging APIs for operational monitoring and error tracking.

How long are logs retained?

Logs are stored in Forge logs for up to 30 days. No customer PII is stored in logs.

Section 5: Incident Response

Do you have an incident response plan? –

Yes. We follow Atlassian’s Forge incident response processes and maintain an internal escalation procedure.

Do you notify Atlassian of security issues? –

Yes. We follow Atlassian’s security vulnerability reporting requirements.

Section 6: Compliance

Are you GDPR compliant? –

Yes. The app aligns with GDPR principles, and Atlassian acts as the primary data processor.

Do you hold security certifications (ISO, SOC2, etc.)? –

At this time, the plugin itself does not have security certification. Instead, we rely on the compliance and security controls provided by the Atlassian platform, which includes certifications such as ISO 27001, SOC 2, GDPR, and CSA STAR. Also UST QE360 JIRA Plugin is developed by UST and adheres to the UST Information Security Framework, which outlines all organizational controls implemented across UST. This framework aligns with industry standards and covers compliance requirements including SOC 2 and ISO27K.

Section 7: Business Continuity

Do you have a disaster recovery plan? –

Yes. The app’s availability is managed through Atlassian Forge infrastructure, which includes redundancy and disaster recovery.

Do you provide SLAs?

Not formally. Service levels align with Atlassian’s Forge platform uptime commitments.

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