# RFP Vendor Security Questions

Please fill this to comply with Acme Inc security

**Vendor Name:**

**Date:   
Contact Name:   
Email:   
Address:**

**Data Processing and Privacy Compliance**

1. How does your product ensure compliance with global privacy requirements, including GDPR, when processing Customer Data?

**Data Security Measures**

1. What technical and organizational security measures has your product implemented to protect Customer Data from unauthorized access, use, or disclosure?

**Data Transfer Mechanisms**

1. Can you provide details on the safeguards your product has in place for cross-border data transfers, particularly in jurisdictions without an adequacy decision by the European Commission?

**Subprocessor Management**

1. How does your product manage its subprocessors to ensure they provide a similar level of data protection and information security? Can you provide a list of current subprocessors and their compliance certifications?

**Data Retention and Deletion**

1. What are your product’s policies regarding the retention and deletion of Customer Data? How can customers request the deletion of their data?

**Access Control**

1. Who within your company has access to Customer Data, and for what purposes? How does Instabase ensure that access is appropriately controlled and monitored?

**Incident Response**

1. What is your company’s protocol for responding to data breaches or security incidents involving Customer Data?

**Data Portability**

1. How can your company export their data from Instabase's systems? What formats and methods are available for data export?

**Support and Troubleshooting**

1. What types of data does Instabase collect and process in connection with support queries? How is this data used to diagnose and resolve issues?

**Marketing and Communication**

1. How does your company handle Customer Data for marketing purposes? What options do customers have to manage their marketing preferences and opt-out of communications?