Section Heading	Control Heading	Original ID	Question Text	Answer	Notes/Comment
Application & Interface Security	Application Security	AIS-01.2	Do you use an automated source code analysis tool to detect security defects in code prior to production?	Yes	
		AIS-01.5	(SaaS only) Do you review your applications for security vulnerabilities and address any issues prior to deployment to production?	Yes	
	Customer Access Requirements	AIS-02.1	Are all identified security, contractual, and regulatory requirements for customer access contractually addressed and remediated prior to granting customers access to data, assets, and information systems?	Yes	
	Data Integrity	AIS-03.1	Do your data management policies and procedures require audits to verify data input and output integrity routines?	Yes	
Audit Assurance & Compliance	Independent Audits	AAC-02.1	Do you allow tenants to view your SOC2/ISO 27001 or similar third-party audit or certification reports?	Yes	We do not currently have a third-party SOC2 audit, but we are open to providing one when available.
		AAC-02.2	Do you conduct network penetration tests of your cloud service infrastructure at least annually?	Yes	
		AAC-02.3	Do you conduct application penetration tests of your cloud infrastructure regularly as prescribed by industry best practices and guidance?	Yes	We perform these tests regularly.
	Information System Regulatory Mapping	AAC-03.1	Do you have a program in place that includes the ability to monitor changes to the regulatory requirements in relevant jurisdictions, adjust your security program for changes to legal requirements, and ensure compliance with relevant regulatory requirements?	Yes	
Business Continuity Management & Operational Resilience	Business Continuity Testing	BCR-02.1	Are business continuity plans subject to testing at planned intervals or upon significant organizational or environmental changes to ensure continuing effectiveness?	Yes	
	Policy	BCR-10.1	Are policies and procedures established and made available for all personnel to adequately support services operations' roles?	Yes	
	Retention Policy	BCR-11.1	Do you have technical capabilities to enforce tenant data retention policies?	Yes	
		BCR-11.3	Have you implemented backup or recovery mechanisms to ensure compliance with regulatory, statutory, contractual or business requirements?	Yes	
		BCR-11.7	Do you test your backup or redundancy mechanisms at least annually?	Yes	
Change Control & Configuration Management	Unauthorized Software Installations	CCC-04.1	Do you have controls in place to restrict and monitor the installation of unauthorized software onto your systems?	Yes	
Data Security & Information Lifecycle Management	E-commerce Transactions	DSI-03.1	Do you provide standardized (e.g. ISO/IEC) non-proprietary encryption algorithms (3DES, AES, etc.) to tenants in order for them to protect their data if it is required to move through public networks (e.g., the Internet)?	Yes	
		DSI-03.2	Do you utilize open encryption methodologies any time your infrastructure components need to communicate with each other via public networks (e.g., Internet-based replication of data from one environment to another)?	Yes	
	Nonproduction Data	DSI-05.1	Do you have procedures in place to ensure production data shall not be replicated or used in non-production environments?	Yes	
	Secure Disposal	DSI-07.1	Do you support the secure deletion (e.g., degaussing/cryptographic wiping) of archived and backed-up data?	Yes	
		DSI-07.2	Can you provide a published procedure for exiting the service arrangement, including assurance to sanitize all computing resources of tenant data once a customer has exited your environment or has vacated a resource?	Yes	
Datacenter Security	Asset Management	DCS-01.2	Do you maintain a complete inventory of all of your critical assets located at all sites/ or geographical locations and their assigned ownership?	Yes	
	Controlled Access Points	DCS-02.1	Are physical security perimeters (e.g., fences, walls, barriers, guards, gates, electronic surveillance, physical authentication mechanisms, reception desks, and security patrols) implemented for all areas housing sensitive data and information systems?	Yes	
	User Access	DCS-09.1	Do you restrict physical access to information assets and functions by users and support personnel?	Yes	
Encryption & Key Management	Key Generation	EKM-02.1	Do you have a capability to allow creation of unique encryption keys per tenant?	No	
	Encryption	EKM-03.1	Do you encrypt tenant data at rest (on disk/storage) within your environment?	Yes	
Governance and Risk Management	Baseline Requirements	GRM-01.1	Do you have documented information security baselines for every component of your infrastructure (e.g., hypervisors, operating systems, routers, DNS servers, etc.)?	Not Applicable	This is managed by Heroku and Amazon Web Services.
	Policy	GRM-06.1	Are your information security policies and procedures made available to all impacted personnel and business partners, authorized by accountable business role/function and supported by the information security management program as per industry best practices (e.g. ISO 27001, SOC 2)?	Yes	
	Policy Enforcement	GRM-07.1	Is a formal disciplinary or sanction policy established for employees who have violated security policies and procedures?	Yes	
	Policy Reviews	GRM-09.1	Do you notify your tenants when you make material changes to your information security and/or privacy policies?	Yes	
		GRM-09.2	Do you perform, at minimum, annual reviews to your privacy and security policies?	Yes	

Human Resources	Asset Returns	HRS-01.1	Upon termination of contract or business relationship, are employees and business partners adequately informed of their obligations for returning organizationally-owned assets?	Yes	
	Background Screening	HRS-02.1	Pursuant to local laws, regulations, ethics, and contractual constraints, are all employment candidates, contractors, and involved third parties subject to background verification?	Yes	
	Employment Agreements	HRS-03.1	Do your employment agreements incorporate provisions and/or terms in adherence to established information governance and security policies?	Yes	
	Employment Termination	HRS-04.1	Are documented policies, procedures, and guidelines in place to govern change in employment and/or termination?	Yes	
	Training / Awareness	HRS-09.5	Are personnel trained and provided with awareness programs at least once a year?	Yes	
Identity & Access Management	Audit Tools Access	IAM-01.1	Do you restrict, log, and monitor access to your information security management systems (e.g., hypervisors, firewalls, vulnerability scanners, network sniffers, APIs, etc.)?	Yes	
		IAM-01.2	Do you monitor and log privileged access (e.g., administrator level) to information security management systems?	Yes	
	User Access Policy	IAM-02.1	Do you have controls in place ensuring timely removal of systems access that is no longer required for business purposes?	Yes	
	Policies and Procedures	IAM-04.1	Do you manage and store the identity of all personnel who have access to the IT infrastructure, including their level of access?	Yes	
	Source Code Access Restriction	IAM-06.1	Are controls in place to prevent unauthorized access to your application, program, or object source code, and assure it is restricted to authorized personnel only?	Yes	
		IAM-06.2	Are controls in place to prevent unauthorized access to tenant application, program, or object source code, and assure it is restricted to authorized personnel only?	Yes	
	User Access Restriction / Authorization	IAM-08.1	Do you document how you grant, approve and enforce access restrictions to tenant/customer credentials following the rules of least privilege?	Yes	
	User Access Reviews	IAM-10.1	Do you require a periodical authorization and validation (e.g. at least annually) of the entitlements for all system users and administrators (exclusive of users maintained by your tenants), based on the rule of least privilege, by business leadership or other accountable business role or function?	Yes	
	User Access Revocation	IAM-11.1	Is timely deprovisioning, revocation, or modification of user access to the organizations systems, information assets, and data implemented upon any change in status of employees, contractors, customers, business partners, or involved third parties?	Yes	
Infrastructure & Virtualization Security	Audit Logging / Intrusion Detection	IVS-01.1	Are file integrity (host) and network intrusion detection (IDS) tools implemented to help facilitate timely detection, investigation by root cause analysis, and response to incidents?	Yes	This is handled by Heroku and Amazon Web Services.
		IVS-01.2	Is physical and logical user access to audit logs restricted to authorized personnel?	Yes	
		IVS-01.5	Are audit logs reviewed on a regular basis for security events (e.g., with automated tools)?	Yes	This is handled by Heroku and Amazon Web Services
	Clock Synchronization	IVS-03.1	Do you use a synchronized time-service protocol (e.g., NTP) to ensure all systems have a common time reference?	Yes	
	OS Hardening and Base Controls	IVS-07.1	Are operating systems hardened to provide only the necessary ports, protocols, and services to meet business needs using technical controls (e.g., antivirus, file integrity monitoring, and logging) as part of their baseline build standard or template?	Yes	
	Production / Non-Production Environments	IVS-08.1	For your SaaS or PaaS offering, do you provide tenants with separate environments for production and test processes?	Yes	Customers can connect multiple data sources (e.g. Marketo Production and Marketo Sandbox)
		IVS-08.3	Do you logically and physically segregate production and non-production environments?	Yes	
	Segmentation	IVS-09.1	Are system and network environments protected by a firewall or virtual firewall to ensure business and customer security requirements?	Yes	
	VMM Security - Hypervisor Hardening	IVS-11.1	Do you restrict personnel access to all hypervisor management functions or administrative consoles for systems hosting virtualized systems based on the principle of least privilege and supported through technical controls (e.g., two-factor authentication, audit trails, IP address filtering, firewalls and TLS-encapsulated communications to the administrative consoles)?	Yes	
	Wireless Security	IVS-12.1	Are policies and procedures established and mechanisms configured and implemented to protect the wireless network environment perimeter and to restrict unauthorized wireless traffic?	Yes	
		IVS-12.2	Are policies and procedures established and mechanisms implemented to ensure wireless security settings are enabled with strong encryption for authentication and transmission, replacing vendor default settings (e.g., encryption keys, passwords, SNMP community strings)?	Yes	
		IVS-12.3	Are policies and procedures established and mechanisms implemented to protect wireless network environments and detect the presence of unauthorized (rogue) network devices for a timely disconnect from the network?	Yes	

Category	Control	ID	Question	Response	Notes
Interoperability & Portability	**APIs**	IPY-01.1	Do you publish a list of all APIs available in the service and indicate which are standard and which are customized?	Yes	We do not have any custom APIs
Mobile Security	**Approved Applications**	MOS-03.1	Do you have a policy enforcement capability (e.g., XACML) to ensure that only approved applications and those from approved application stores can be loaded onto a mobile device?	Not Applicable	We do not have a mobile application
Security Incident Management, E-Discovery, & Cloud Forensics	**Incident Management**	SEF-02.1	Do you have a documented security incident response plan?	Yes	
		SEF-02.4	Have you tested your security incident response plans in the last year?	Yes	
	Incident Reporting	SEF-03.1	Are workforce personnel and external business relationships adequately informed of their responsibility, and, if required, consent and/or contractually required to report all information security events in a timely manner?	Yes	
		SEF-03.2	Do you have predefined communication channels for workforce personnel and external business partners to report incidents in a timely manner adhering to applicable legal, statutory, or regulatory compliance obligations?	Yes	
	Incident Response Legal Preparation	SEF-04.4	Do you enforce and attest to tenant data separation when producing data in response to legal subpoenas?	Yes	
Supply Chain Management, Transparency, and Accountability	**Incident Reporting**	STA-02.1	Do you make security incident information available to all affected customers and providers periodically through electronic methods (e.g., portals)?	Yes	
	Network / Infrastructure Services	STA-03.1	Do you collect capacity and use data for all relevant components of your cloud service offering?	Yes	
	Third Party Agreements	STA-05.4	Do third-party agreements include provision for the security and protection of information and assets?	Yes	
		STA-05.5	Do you have the capability to recover data for a specific customer in the case of a failure or data loss?	Yes	
	Supply Chain Metrics	STA-07.4	Do you provide tenants with ongoing visibility and reporting of your operational Service Level Agreement (SLA) performance?	Yes	This is not published but available upon request
	Third Party Audits	STA-09.1	Do you mandate annual information security reviews and audits of your third party providers to ensure that all agreed upon security requirements are met?	Yes	
Threat and Vulnerability Management	**Antivirus / Malicious Software**	TVM-01.1	Do you have anti-malware programs that support or connect to your cloud service offerings installed on all of your IT infrastructure network and systems components?	Yes	This is managed by Heroku and Amazon Web Services
	Vulnerability / Patch Management	TVM-02.5	Do you have a capability to patch vulnerabilities across all of your computing devices, applications, and systems?	Yes	
	Mobile Code	TVM-03.1	Is mobile code authorized before its installation and use, and the code configuration checked, to ensure that the authorized mobile code operates according to a clearly defined security policy?	Not Applicable	We do not have a mobile application