

## Questions

1. Do you have formally defined criteria for notifying a client during an incident that might impact the security of their data or systems? What are your SLAs for notification?
2. Is personal information transmitted, processed, stored, or disclosed to or retained by third parties? If yes, describe.
3. Which cloud providers do you rely on?
4. Please specify the primary data center location/region of the underlying cloud infrastructure used to host the service(s) as well as the backup location(s).
5. Which of the following, if any, are performed as part of your monitoring process for the service:
  1. Application Performance Monitoring (APM)
  2. End User Monitoring (EUM)
  3. Digital Experience Monitoring (DEM)