

NepaliPay Vendor Management Policy

Version: 1.0

Effective Date: February 2026

Owner: Founder & Chief Executive Officer

Review Frequency: Annual

• 1. Purpose

This policy defines how NepaliPay evaluates and manages third-party vendors that may process or access data.

• 2. Scope

Applies to vendors that provide services including (but not limited to) payment processing, card issuance, identity verification, bank linking, cloud hosting, analytics, and customer support tooling.

• 3. Due Diligence (Risk-Based)

Before onboarding (or when materially changing usage), NepaliPay may review:

- Vendor security posture and documentation (e.g., SOC 2 reports where available)
- Data handling and retention practices
- Access controls and audit logging support
- Contractual terms relevant to security and privacy

• 4. Access and Data Minimization

- Provide vendors only the minimum data necessary.
- Limit vendor access to least privilege.
- Monitor vendor access where feasible.

• 5. Ongoing Review

High-risk vendors are reviewed periodically and upon major service changes.

• 6. Review

This policy is reviewed annually.