



DATABASE VENDOR QUESTIONNAIRE FOR THE BC SOCIETY OF TRANSITION HOUSES

PRODUCT & VENDOR INFORMATION	DETAILS
Name of Database Product & Name of Vendor	
In case we have follow-up questions, please provide representative contact details:	Name & Title:
	Phone:
	Email:
Date Questionnaire Completed (mm/dd/yyyy)	
What country are you located in?	Product:
	Vendor:
Is this product available in Canadian provinces and territories?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<p>If "Yes" please check the relevant Canadian Provinces and Territories:</p> <input type="checkbox"/> Alberta <input type="checkbox"/> British Columbia <input type="checkbox"/> Manitoba <input type="checkbox"/> New Brunswick <input type="checkbox"/> Newfoundland and Labrador <input type="checkbox"/> Northwest Territories <input type="checkbox"/> Nova Scotia <input type="checkbox"/> Nunavut <input type="checkbox"/> Ontario <input type="checkbox"/> Prince Edward Island <input type="checkbox"/> Quebec <input type="checkbox"/> Saskatchewan <input type="checkbox"/> Yukon



Please provide us with information about your product and fill in your responses to the best of your ability. Some of the questions ask for Yes/No answers, text answers and in some circumstances both. The questionnaire refers to “organization/s” as being the client/s accessing your product. Thank you for your cooperation and time.

GENERAL FEATURES	ANSWERS
Is your system “user friendly”?	<input type="checkbox"/> Yes <input type="checkbox"/> No If “Yes”, please describe the features that make the system “user friendly.”
Is the individual user interface customizable?	<input type="checkbox"/> Yes <input type="checkbox"/> No If “Yes”, please describe the customizable features (e.g. font---size, color, etc.)
How long does it take an average user to complete a new client profile?	
Does the system check for duplicated clients?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can additional data be entered into the record once the client profile is created?	<input type="checkbox"/> Yes <input type="checkbox"/> No



<p>Does the system allow for temporary “shift change notes” separate from a client’s record?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If “Yes”, can the temporary “shift change notes” be routinely destroyed in a short time-frame such as a digital post-it?</p>
<p>Can the paper files be replaced with notes and narratives with the digital system?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If “Yes”, can the narrative notes be automatically purged at a set time?</p>
<p>Does the system allow attachment of scanned documents?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If “Yes,” can the scanned documents be automatically purged at a set time after a client is no longer accessing the program?</p>
<p>How many individuals /Login User Id’s can use the system at the same time?</p>	
<p>Is this a “cloud- based” storage system</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>



CUSTOMIZATION	ANSWERS
Can the organization edit items in the drop down lists?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the organization set which fields are required?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the organization add fields?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the organization hide fields?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the organization completely remove fields?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the organization change the text of fields?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the organization change the labels of fields?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there other customization features available to the organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", please describe:
PRIVACY AND SAFETY	TEXT ANSWERS
Can data be retrieved for a single client?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are third parties able to retrieve organization data?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", who are the third parties?
Are third parties able to view organization data?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", what kind of data is shared?



<p>Does the vendor notify the organization of subpoenas, warrants, law enforcement requests or any civil or administrative request for data or records?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", when is notice given?</p> <p> </p> <p>If "Yes", how is the notice given?</p>
<p>Does the vendor give the organization an opportunity to resist disclosure before the vendor responds to subpoenas, warrants, law enforcement requests or any civil or administrative request for data or records?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Does the vendor itself resist the disclosure of organization data or records containing personally identifiable information stored by the organization?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", how?</p>
<p>Does the vendor retain discretion to disclose organization data or records to third parties' requests?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", in what circumstances?</p>



	<p>If “Yes”, how does the vendor inform the organization of this discretion?</p>
<p>Does the vendor agree to be bound by the same duty of professional and legal confidentiality obligations as the organization they are providing the product to?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If “Yes”, please describe how this formalized in the contract for services:</p>
<p>Does the vendor have a written policy about the vendor’s and company’s response to domestic subpoenas, warrants, law enforcement requests or any civil or administrative requests for organization data or records?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If “Yes”, does the vendor share a copy of this policy with the organization?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If “Yes”, can the vendor please share a copy of that policy with BCSTH by emailing it to rhiannon@bcsth.ca or provide a link here to the policy.</p>
<p>Does the vendor have a written policy about the vendor’s and company’s response to foreign subpoenas, warrants, law enforcement or any civil or administrative requests for organization data or records?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If “Yes”, does the vendor share a copy of this policy with the organization?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If “Yes”, can the vendor please share a copy of that policy with BCSTH by emailing it to rhiannon@bcsth.ca or provide a link here to the policy.</p>



Is organization data available to the vendor in an unencrypted format?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is organization data available to the vendor in an encrypted format?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If organization data is encrypted, who is the responsible for the encryption key management?	<input type="checkbox"/> Vendor <input type="checkbox"/> Organization <input type="checkbox"/> Both vendor and organization Please provide details:
TECHNICAL SUPPORT	ANSWERS
Is technical support available for the organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", please describe:
Will the vendor's technical support install software for the organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How many technical support staff does the vendor have?	<input type="checkbox"/> 1 <input type="checkbox"/> 2-5 <input type="checkbox"/> 5-10 <input type="checkbox"/> More than 10
What are the hours the vendor technical support staff are available?	Check all that apply: <input type="checkbox"/> 24 hours a day <input type="checkbox"/> Office hours e.g. 9am-5pm <input type="checkbox"/> Evenings <input type="checkbox"/> Weekends Other:



<p>Is there a test/training version of the vendor’s product that the organization can access before contracting with the vendor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No If “Yes”, please provide details:</p>
<p>Does the vendor provide training for organization staff before using the product?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No If “Yes”, please provide details including training format (webinar/in person) and cost:</p>
<p>DATA RETENTION</p>	<p>ANSWERS</p>
<p>Can data be permanently deleted by the organization?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Can data be purged from all locations where backed-up?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Can some types of data be purged before others?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No If “Yes”, what types?</p>
<p>Is it possible to schedule routine removal of data?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>



OWNERSHIP AND CONTROL	ANSWERS
Does organization own the data inputted into the database?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Who has physical custody of data? Please check all that apply.	<input type="checkbox"/> Vendor <input type="checkbox"/> Organization <input type="checkbox"/> 3 rd party contractors in Canada <input type="checkbox"/> 3 rd party contractors outside of Canada <input type="checkbox"/> Cloud-cased storage
Who owns the hardware used to store the data? Please check all that apply.	<input type="checkbox"/> Vendor <input type="checkbox"/> Organization <input type="checkbox"/> 3 rd party contractors in Canada <input type="checkbox"/> 3 rd party contractors outside of Canada
Upon termination of the business relationship between the organization and the vendor, can the organization determine where their data goes?	<input type="checkbox"/> Yes <input type="checkbox"/> No
REPORTS	ANSWERS
Can data reports be exported to Word?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can data reports be exported to Excel?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can data reports be exported into other reports for specific funding sources?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", please provide details:
REPORT DESIGNER	ANSWERS
Can the organization design their own reports?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the organization modify existing reports in the database?	<input type="checkbox"/> Yes <input type="checkbox"/> No



Is a report wizard built in allowing the organization to extract only certain data?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there other report features to highlight?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", please provide details:
ACCESS TO DATA	ANSWERS
Who creates log-ins?	<input type="checkbox"/> Organization staff <input type="checkbox"/> Vendor <input type="checkbox"/> Both organization staff and vendor
Does each individual user create their own log-in password?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "No", please provide details:
Must all users have passwords?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the database require two-factor authentication to log into the database?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the database require two-factor authentication to access records in the database?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are all data entries tracked back to a user?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the vendor set up a system so that access to information can be restricted to certain users?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", please describe details:



Can the vendor control who can create each type of data?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the vendor control who can edit each type of data?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the vendor control who can delete each type of data?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the vendor control who can view each type of data?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do staff of the vendor have access to the data in readable form?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor's system give any party/parties outside of the organization staff access to the organization data?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", please provide details:
Please indicate the companies whose staff can access the servers on which organization data is stored. Check all that apply.	<input type="checkbox"/> Vendor <input type="checkbox"/> Vendor sub-contractors <input type="checkbox"/> Vendor independent contractors <input type="checkbox"/> Outsource partners <input type="checkbox"/> Others: _____
Does the vendor maintain a list of the names of all individuals physically or remotely that have access to the server/s, where organization data is stored?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is an internet connection necessary to access the organization's data?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the vendor willing to enter into any service level agreements with the organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", please describe the details of the agreements:



DATA STORAGE	ANSWERS
Does data stored on the server belong to the organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are backup systems included or are they available?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is data stored on a dedicated server belonging to the vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is data stored on various servers as chosen by the vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", please provide details:
Does the vendor outsource data storage to third party/ies?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", please provide details as to whom:
Does the vendor require an external datacenter to comply with terms of its contract with the agency?	<input type="checkbox"/> Yes <input type="checkbox"/> No
In which jurisdictions is data stored? Please list all:	Country(ies): Canadian Provinces and/or Territories: US State/s: Others:



<p>Can organizations choose or exclude storage in certain jurisdictions?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", please provide details":</p>
<p>Is the organization's data on the same server as data from other organizations, agencies or companies?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", please provide details:</p>
<p>Are servers physically secured 24/7?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes or No", please provide details of security measures:</p>
<p>Does the location/s housing the servers/s have emergency power backup for at least 3 days?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Does the location/s housing the server/s have "redundant internet connections"?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>What is the vendor's backup procedure?</p>	
<p>Can data be imported from an older system?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Can the organization import the data itself without contacting the vendor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No If "No". please provide details:</p>



Can data be exported for the organization to another data storage system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can the organization export all of its data to another data storage system by itself without contacting the vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If the organization exports all its data, is it in a common format?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", which format?
Are there limits on the number of records the system can handle?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", what is the limit?
Does your system have other data storage features to highlight? If so please provide details.	
SECURITY PRACTICES	ANSWERS
Does the vendor have a dedicated security team?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", how many staff are on the team? <input type="checkbox"/> 1 <input type="checkbox"/> 2-5 <input type="checkbox"/> 5-10 <input type="checkbox"/> More than 10



Does the vendor implement standard security systems such as file integrity monitoring software?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor implement standard security systems such as intrusion detection systems?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor implement standard security systems such as anti-virus or anti-malware?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor implement standard security systems such as host-based or centralized firewalls?	<input type="checkbox"/> Yes <input type="checkbox"/> No
In order to determine security gaps, does the vendor perform penetration testing?	<input type="checkbox"/> Yes <input type="checkbox"/> No
In order to determine security gaps, does the vendor perform regular vulnerability assessments?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes" how regularly are vulnerability assessments conducted? <input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually Other:
Does the vendor incorporate security in your software development lifecycle, specifically threat modeling?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor incorporate security in your software development lifecycle, specifically security code reviews (OWASP code review top 9)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor incorporate security in your software development lifecycle, specifically independent audits?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor operate any systems or software that is outdated and no longer gets security updates from their respective vendors?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", please provide details:



Does the vendor follow security notices and CVEs?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor apply security updates on your infrastructure in a timely manner?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", please define "timely".
What kind of physical security measures do you implement for access control?	
What kind of physical security measures do you implement for sign-in process for visitors?	
What kind of physical security measures do you implement for facilities' monitoring?	
Does the vendor perform regular system logs audits looking for unusual events?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor perform regular system logs audits looking for failed access attempts?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor review accounts and access permissions on a regular basis?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor delete or decommission unnecessary accounts or systems?	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, please provide further detail.
Does the vendor use encryption for data at rest?	<input type="checkbox"/> Yes <input type="checkbox"/> No



Does the vendor use encryption for data in transit?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor have a document describing which encryption and authentication methods are implemented in your infrastructure?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes," does the vendor share a copy of this document with the organization? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", can the vendor please share a copy of this document with BCSTH by emailing it to rhiannon@bcsth.ca or provide a link here to the policy.
Does the vendor store passwords in clear-text?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor hold a copy of the encryption keys?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor have the capability to decrypt an organization's data?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If using a third party company to host the infrastructure, does the third party have access to decryption keys?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If using a third party company to host the infrastructure, does the third party have access to unencrypted data?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor default to HTTPS for every web connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor encrypt data backups?	<input type="checkbox"/> Yes <input type="checkbox"/> No
HOSTING	ANSWERS
What kind of infrastructure is used to host applications and data?	



<p>Does the vendor manage their own infrastructure?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If "No," is the infrastructure hosted with a third party or cloud provider such as AWS, Google Cloud, etc.? Please provide details:</p>
<p>If the system is self-hosted...</p>	<p>...is it a multi-tenant infrastructure? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>...how do you segregate data from other tenants and ensure access control?</p> <p>...is the infrastructure hosted in its own datacenter, or in a secure cage in a shared datacenter?</p> <p>...where are the data centers located? Please list all:</p> <p>Countries:</p> <p>Canadian Provinces and/or Territories:</p> <p>US State/s:</p> <p>Others:</p>
<p>Is the system built using a third party company</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>



<p>Does the vendor have a formal change control process?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes" please specify:</p>
<p>Are your systems built, configured, and deployed using modern processes and technologies such as version control?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Are your systems built, configured, and deployed using modern processes and technologies such as continuous delivery and deployment?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Are your systems built, configured, and deployed using modern processes and technologies such as infrastructure as code or configuration management?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Does the vendor's infrastructure design include network segregation?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Does the vendor use a DMZ to separate the public facing web servers and the database servers?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Does the vendor's infrastructure design include high availability and redundancy?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Does the vendor have a disaster recovery plan?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes" please provide details and when it was last tested:</p>
<p>Have you implemented monitoring and alerting systems for your infrastructure?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", how do you monitor?</p>



	<p>How frequently do you monitor?</p> <p><input type="checkbox"/> weekly</p> <p><input type="checkbox"/> fortnightly</p> <p><input type="checkbox"/> monthly</p> <p><input type="checkbox"/> quarterly</p> <p><input type="checkbox"/> bi-annually</p> <p><input type="checkbox"/> annually</p> <p>Other:</p>
<p>What is your backup system?</p>	
<p>How frequently is your infrastructure backed up by your back up system?</p>	<p><input type="checkbox"/> daily</p> <p><input type="checkbox"/> weekly</p> <p><input type="checkbox"/> fortnightly</p> <p><input type="checkbox"/> monthly</p> <p><input type="checkbox"/> quarterly</p> <p><input type="checkbox"/> bi-annually</p> <p><input type="checkbox"/> annually</p> <p>Other:</p>
<p>Is your backup system on-site or off-site?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If your backup system is offsite, please provide details as to location.</p>



CUSTOMER-PROVIDER RELATIONSHIP	ANSWERS
Does the vendor offer service-level agreements (SLA) to guarantee the quality of the service?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", does the vendor share a copy of the SLA with the organization? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", can the vendor please share a copy of the SLA with BCSTH by emailing it to rhiannon@bcsth.ca or provide a link here to the policy.
Does the vendor offer service-level agreements (SLA) to guarantee the availability of the service?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How often do you plan...	...downtime for service upgrades?
	...downtime for applying patches?
How do you notify customers regarding...	... <u>scheduled</u> downtime?
	... <u>unscheduled</u> downtime?
Does the vendor have a service status page?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How can organizations contact you in case of outage or other service disruption?	



Do you have a web-based ticketing system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can you describe your organization support escalation procedures?	
How does the vendor notify organizations when changing the company's...	... <u>security</u> polices?
	... <u>privacy</u> policies?
How does the vendor notify organizations in cases of...	...security incidents?
	...data breaches?
Has your company had a data breach in the past?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", What measures were taken to respond to the data breach?



	What measures were taken to prevent data breaches going forward?
COMPANY & CONTRACT	ANSWERS
How long has your company been in operation as a business?	<input type="checkbox"/> Less than 1 year <input type="checkbox"/> 1-10 years <input type="checkbox"/> More than 10 years
Will the vendor provide references from similar organizations, agencies, companies that are located in Canada that currently use the vendor's product?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What is the company's procedure for protecting organization's data if the vendor ceases to operate as business?	
What is the company's procedure for returning data to the organization if the vendor ceases to operate as a business?	
Does the vendor's standard contract disclaim any warranties related to provision of database and data storage services?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", what are the disclaimed warranties?
Does the vendor's contract limit liability for breach of contract?	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", what are the liability limitations?



Does the vendor’s contract contain a choice of law clause?	<input type="checkbox"/> Yes <input type="checkbox"/> No If “Yes”, what is the choice?
Does the vendor make any formal assurances concerning the security of data which the vendor either retains?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor make any formal assurances concerning the security of data which the vendor processes?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor’s standard contract retain the right to change the terms of the contract without advance agreements from both parties to the contract?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the vendor have written privacy policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No If “Yes”, does the vendor share a copy of this policy with the organization? <input type="checkbox"/> Yes <input type="checkbox"/> No If “Yes”, can the vendor please share a copy of this policy with BCSTH by emailing it to rhiannon@bcsth.ca or provide a link here to the policy.
Does the vendor have written security policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No If “Yes”, does the vendor share a copy of this policy with the organization? <input type="checkbox"/> Yes <input type="checkbox"/> No If “Yes”, can the vendor please share a copy of this policy with BCSTH by emailing it to rhiannon@bcsth.ca or provide a link here to the policy.



<p>Please describe what organization activities are logged by the vendor?</p>	
<p>Does the vendor have access to the organization activity logs?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>How long are the logs maintained by the vendor?</p>	
<p>When an organization deletes data from your system, is the data actually deleted from your...</p>	<p>...system? <input type="checkbox"/> Yes <input type="checkbox"/> No If "No", please provide details:</p>
	<p>...backup system? <input type="checkbox"/> Yes <input type="checkbox"/> No If "No", please provide details:</p>
	<p>...server system? <input type="checkbox"/> Yes <input type="checkbox"/> No If "No", please provide details:</p>
<p>What is the vendor's process for return of organization data in case of service termination?</p>	
<p>Do you disclose any organization data or metadata to partners or other third parties as part of your business practices?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", please provide details: