



Fields Auto Group Compliance

Service Provider Risk Assessment

Questionnaire requested by **FIELD'S MOTOR CARS OF FLORIDA, INC., FIELDS BMW - LAKE LAND, FIELDS LANDROVER, FIELDS MOTORCARS JACKSONVILLE, FIELDS MOTORCARS ORANGE PARK, LEXUS OF JACKSONVILLE, LEXUS OF ORANGE PARK, PORSCHE JACKSONVILLE.**

Name of Person Completing This
Questionnaire
Bobby Rajabi

Service Provider Name
Total Customer Connect

Date Completed
06/14/23

1. Are you an employee or authorized representative of this vendor/company? Indicate the Person's Name in the comments.	Yes	Person's Name:
2. Does your company offer software applications as part of its services?	Yes	
3. Is client data encrypted at rest and in transit? If not, why not?	Yes	
4. Has your company experienced a data breach in the past 12 months that affected customers' personal information?	No	
5. Does your company have insurance coverage for a data breach that may involve our customer information that your company acquires while doing business with us?	Yes	
6. Does your company require security awareness training for all employees? If so, please answer how often it is provided in the comments section.	Yes	Security Training Frequency: yearly
7. Does your company monitor for the effectiveness of employee security training by testing your users with simulated attacks?	No	Never been hacked. Never been breached.
8. Does your company have a process for restricting access to customer files on a need-to-know basis?	Yes	
9. Do you have a written information security program?	Yes	
10. Does your company conduct annual risk assessments that assess electronic, physical, and administrative information safeguards?	Yes	
11. Does your company have systems in place to securely dispose of documents that have personal identifiable information on them?	Yes	
12. Does your company have systems in place to restrict access to files/documents containing customers personal information to those with proper authorization?	Yes	
13. Does your company have due diligence processes and procedures for vetting subcontractors, including having them sign processing agreements that are compliant with applicable federal and state laws?	Yes	
14. Has your company performed penetration testing of its systems within the past 12 months?	Yes	
15. Has your company conducted a vulnerability assessment of your systems within the past 6 months?	Yes	
16. Does your company maintain end-of-life or unsupported operating systems or software? If so, are these systems used to manage or maintain customer data?	NA	
17. Does your company regularly patch or update systems and third-party software and monitor for noncompliance?	Yes	
18. Does your company have a written incident response plan in the event of a security breach?	Yes	
19. Does your company require users to create complex passwords with 9 characters or greater?	No	MFA required. 6 characters. Complex passwords
20. Does your company prohibit shared logins?	Yes	



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21. Does your company require multi-factor authentication to log into your systems? Yes

22. Do you have an account lockout policy? Yes

Date
6/14/23

Signature of Authorized Agent of Service Provider
Bobby Rajabi

Title
CFO

Submitted on June 14, 2023 at 1:18 PM by 104.58.202.146.