



Fields Auto Group Compliance

Service Provider Risk Assessment

Questionnaire requested by **FIELDS BMW, FIELDS LAND ROVER VOLVO JAGUAR, FIELDS LEXUS GLENVIEW, FIELDS MOTORCARS ASHEVILLE, FIELDS MOTORWORKS, JAGUAR LANDROVER MADISON, LAND ROVER ASHEVILLE.**

Name of Person Completing This
Questionnaire
Andrew Mitchell

Service Provider Name
Infomedia

Date Completed
7/4/2023

1. Are you an employee or authorized representative of this vendor/company? Indicate the Person's Name in the comments.	Yes Person's Name: Andrew Mitchell
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?	Yes A cyber incident involving data exfiltration of 1200 usernames of which some were valid email addresses. The systems affected are not related in any way to the services delivered to Fields Auto Group
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: annually
7. Does your company monitor for the effectiveness of employee security training by testing your users with simulated attacks?	No
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 https://www.infomedia.com.au/gdpr-suppliers/



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14. Has your company performed penetration testing of its systems within the past 12 months?	No	Testing costed and executed upon customer request
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?	Yes	
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	Company Staff are required to have complex passwords with MFA. Product's users are not.
20. Does your company prohibit shared logins?	Yes	
21. Does your company require multi-factor authentication to log into your systems?	Yes	Same as answer for 19
22. Do you have an account lockout policy?	Yes	Currently IFM has a solution in place to detect and lockout users who are not using our products in a way that is acceptable under our End User License Agreement.

Date
07/04/2023

Signature of Authorized Agent of Service Provider
Andrew Mitchell

Title
CTO

Submitted on July 3, 2023 at 11:58 PM by 193.119.104.93.