

Service Provider Risk Assessment

Questionnaire requested by **DOWNTOWN MINI, FIELD'S MOTOR CARS OF FLORIDA, FIELD'S MOTOR CARS OF FLORIDA, INC., FIELDS BMW - LAKELAND, FIELDS BMW - WINTER PARK, FIELDS BMW SOUTHPARK, FIELDS BMW VW, FIELDS BMW/MINI, FIELDS CADILLAC OF ORANGE PARK, FIELDS CADILLAC, LLC, FIELDS LANDROVER, FIELDS MOTORCARS JACKSONVILLE, FIELDS MOTORCARS ORANGE PARK, FIELDS MOTORWORKS, LEXUS OF JACKSONVILLE, LEXUS OF ORANGE PARK, Mercedes-Benz of Jacksonville, PORSCHE JACKSONVILLE.**

Name of Person Completing This Questionnaire	Service Provider Name	Date Completed
Bryan Dodd	DLRdmv LLC	06/02/2023

1. Are you an employee or authorized representative of this vendor/company? Indicate the Person's Name in the comments. Yes Person's Name: Bryan Dodd

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: Monthly

7. Does your company monitor for the effectiveness of employee security training by testing your users with simulated attacks? Yes

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? Yes

information to those with proper authorization?

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?	No	DLRdmv uses continuous monitoring and active intrusion detection/prevention systems to actively assess internal and external threats and vulnerabilities.
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?	No	
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	Users must create complex passwords of 8 or more characters. Passwords must be rotated every 90 days.
20. Does your company prohibit shared logins?	Yes	
21. Does your company require multi-factor authentication to log into your systems?	Yes	
22. Do you have an account lockout policy?	Yes	

Date 06/02/2023	Signature of Authorized Agent of Service Provider Bryan Dodd	Title Senior Vice President
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Submitted on June 2, 2023 at 4:32 PM by 24.32.6.76.