**Request for Information for   
software products**

**Nuvisan**

**Please provide us with your answers by filling information in the following table and by submitting respective documents, indicated in the table. Reference to additionally submitted documents (eg. IT Handbooks, quality documents, SOP) is possible and appreciated, wherever reasonable.**

**Please give short explanations wherever reasonable.**

**Thank you for your time and effort.**

|  |  |
| --- | --- |
| **Certifications** | |
| Is your organization certified according to ISO 27001? | Yes  No  N/A  *If yes, the following questions do not need to be answered.* |
| If yes, please provide details and a copy of the certificate. |  |
| **Data location** | |
| Do you use cloud storage for data? | Yes  No  N/A |
| If yes, please specify the cloud provider and the location of the data centers. |  |
| Are the data stored in a specific region or distributed globally? |  |
| Does your cloud provider comply with relevant regulations, such as GDPR? | Yes  No  N/A |
|  |  |
| Does your cloud provider hold certifications such as ISO 27001 or SOC 2? | Yes  No  N/A |
|  |  |
| If your data are stored On-Premise, where are the data centers located? |  | |
| **Physical Security** | | |
| Do you have an access control system for your building/premises in place? | Yes  No  N/A | |
| Is the server room access controlled? | Yes  No  N/A | |
| Is the server room monitored concerning temperature and humidity? | Yes  No  N/A | |
| Do you perform pest control? | Yes  No  N/A | |
| Do you have a UPS available? If yes, please specify the time frames. | Yes  No  N/A | |
| **Archiving and Data Retention** | | |
| Do you archive any documents and/or eData? | Yes  No  N/A | |
| Is your archive qualified? | Yes  No  N/A | |
| How long do you archive paper documents and/or eData? | Yes  No  N/A | |
| Will archived material only be destroyed after approval of Nuvisan? | Yes  No  N/A | |
| **Policies and Procedures** | | |
| Please specify your password policies. |  | |
| How do you handle incident/problem management? |  | |
| Do you have a process for IT change management? Please specify. | Yes  No  N/A | |
| Do you have a disaster recovery and backup restore procedure? Please specify. | Yes  No  N/A | |
| How do you handle security incidents? |  | |
| How do you manage physical and logical security? |  | |
| Do you have an encryption procedure? Please specify. | Yes  No  N/A | |
| Do you have a Service Level Agreement (SLA) in place? If yes, please specify the time frames. | Yes  No  N/A | |
| **Security Testing and Monitoring** | | |
| Do you perform vulnerability testing? | Yes  No  N/A | |
| Do you conduct penetration tests? | Yes  No  N/A | |
| Do you have a process for intrusion detection and prevention? Please specify. | Yes  No  N/A | |
| How is your process regarding virus detection? | Yes  No  N/A | |