

Evidence Pack

VENDOR **AcmeCloud Diff_V2** SERVICE **Customer support AI assistant platform** RISK LEVEL **HIGH** REGIONS **US, EU**

RISK LEVEL **HIGH**

Key Findings

HIGH **Deletion timeline not guaranteed**

Customer data may be retained indefinitely with no committed deletion date.

Evidence: Vendor may retain Customer Content as needed and deletion timelines are not guaranteed.

HIGH **Subprocessor changes lack advance notice**

Vendor reserves the right to update subprocessors without a lead time.

Evidence: Vendor may update its subprocessor list at any time.

HIGH **Breach notification is reasonable-effort only**

Incident communications have no guaranteed clock, complicating SLA alignment.

Evidence: Vendor will use reasonable efforts to notify Customer of an incident.

Strength Highlights

v Logs retained 90 days

Evidence: security_policy.md Logging

v Customer consent required for subcontractors

Evidence: msa_excerpt.md Subcontracting

Subprocessors

NAME	COUNTRY	PURPOSE
CloudHoster Inc.	US	Infrastructure hosting
MailRelay Co.	US	Transactional email
SupportChat Ltd.	IE	Customer support ticketing
AnalyticsX	SG	Product analytics

Document Coverage

- README.md
- bcp_dr.md
- dpa.md
- facts.yml
- incident_response.md
- iso27001_certificate.pdf
- msa_excerpt.md
- pen_test_summary.pdf
- questionnaire.xlsx
- security_policy.md
- soc2_summary.pdf
- subprocessors.csv
- vendor_profile.json

Diff Summary

Contract Deltas

Deletion commitment

~~Deletes within 30 days~~

-> **Deletion timeline not guaranteed**

Subprocessor notice

~~Provides 30-day notice before adding subprocessors~~

-> **Subprocessor list may change without notice**

Incident notification

~~Incident notice in 72 hours~~

-> **Incident notice on reasonable-effort basis**

Subprocessor Deltas

+ AnalyticsX (SG) - Product analytics