

Evidence Pack

VENDOR **AcmeCloud Good** SERVICE **Customer support AI assistant platform** REGIONS **US, EU**

RISK LEVEL **LOW**

Key Findings

No material findings. Contract and controls look strong for this scope.

Strength Highlights

- Deletes within 30 days
Evidence: dpa.md Section 5 Retention & Deletion
- Provides 30-day notice before adding subprocessors
Evidence: dpa.md Section 6 Subprocessors
- Incident notice in 72 hours
Evidence: incident_response.md Notifications
- Logs retained 90 days
Evidence: security_policy.md Logging
- 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

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