

Evidence Pack

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

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: Customer notifications are on a reasonable-efforts basis.

MEDIUM **Short security log retention**

Security logs retained for only 30 days.

Evidence: Security logs retained for 30 days.

MEDIUM **Customer consent not required for subcontractors**

MSA allows new subcontractors without seeking customer approval.

Evidence: Customer consent is not required for subcontractors.

MEDIUM **Cross-border analytics subprocessor**

New APAC analytics processor (AnalyticsX) introduces cross-border transfer obligations.

Evidence: CloudHoster Inc. - US; MailRelay Co. - US; SupportChat Ltd. - IE; AnalyticsX - SG

Strength Highlights

- ISO27001 certificate provided (existence only)

Evidence: iso27001_certificate.pdf

- SOC2 summary provided (existence only)

Evidence: soc2_summary.pdf

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						