

PROCUREMENT SECURITY RUBRIC

R1 Data residency: customer data must remain in the EEA.

R2 Subprocessors: prior written customer approval is required.

R3 Incidents: confirmed incidents must be reported within 48 hours.

R4 Availability: monthly availability must be at least 99.9%.

R5 Remedy: availability failures require a defined service credit.

R6 Audit: the customer must have an audit or equivalent assurance right.

R7 Deletion: data must be deleted or returned within 30 days after termination.

R8 Liability: protection must cover confidentiality and data-protection breaches.

R9 Termination: material breach cure period must be no more than 30 days.