



## Questionnaire For Potential Database Vendors

*Women’s Shelters Canada has prepared this questionnaire for potential Database Vendors. Shelters and transition houses can ask database vendors to fill out this questionnaire to understand the privacy benefits and risks of potential databases. The questionnaire uses the term “clients” to refer to survivors, as that language is better understood by vendors. Once you receive this questionnaire back from the vendor, use the [Database Review Chart](#) to help your program determine which database best maintains privacy and security.*

PRODUCT & VENDOR INFORMATION	DETAILS
Name of Database Product & Name of Vendor	
In case we have follow-up questions, please provide representative contact details:	Name & Title:
	Phone:
	Email:
Date Questionnaire Completed (dd/mm/yyyy)	
What country are you located in?	Product:
	Vendor:
Is this product available in Canadian provinces and territories?	<input type="radio"/> Yes <input type="radio"/> No
	If “Yes” please check the relevant Canadian provinces and territories: <input type="radio"/> All <input type="radio"/> Alberta <input type="radio"/> British Columbia <input type="radio"/> Manitoba <input type="radio"/> New Brunswick <input type="radio"/> Newfoundland and Labrador <input type="radio"/> Northwest Territories <input type="radio"/> Nova Scotia <input type="radio"/> Nunavut <input type="radio"/> Ontario <input type="radio"/> Prince Edward Island

	<input type="radio"/> Quebec <input type="radio"/> Saskatchewan <input type="radio"/> Yukon
--	---

Please provide us with information about your product and fill in your responses to the best of your ability. Questions ask for Yes/No answers, text answers, and, in some cases, both. Thank you for your cooperation and time.

GENERAL FEATURES	ANSWERS
Is your system user-friendly?	<input type="radio"/> Yes <input type="radio"/> No  If yes, please describe the features that make the system user-friendly.
Is the individual user interface customizable?	<input type="radio"/> Yes <input type="radio"/> No  If yes, please describe the customizable features (e.g. font, size, colour, etc.)
How long does it take an average user to complete a new client profile?	
Does the system check for duplicated clients?	<input type="radio"/> Yes <input type="radio"/> No
Can additional data be entered into the record once the client profile is created?	<input type="radio"/> Yes <input type="radio"/> No
Does the system allow for temporary shift change notes, separate from a client's record?	<input type="radio"/> Yes <input type="radio"/> No  If yes, can the temporary shift change notes be routinely destroyed in a short time frame such as a digital post-it?

Can paper files be replaced with notes and narratives with the digital system?	<input type="radio"/> Yes <input type="radio"/> No  If yes, can the narrative notes be automatically purged at a set time?
Does the system allow the attachment of scanned documents?	<input type="radio"/> Yes <input type="radio"/> No  If yes, can the scanned documents be automatically purged at a set time after a client is no longer accessing the program?
How many individuals/users can use the system at the same time?	
Is this a cloud-based storage system?	<input type="radio"/> Yes <input type="radio"/> No

CUSTOMIZATION	ANSWERS	
Can we edit items in the drop down lists?	<input type="radio"/> Yes	<input type="radio"/> No
Can we set which fields are required?	<input type="radio"/> Yes	<input type="radio"/> No
Can we add fields?	<input type="radio"/> Yes	<input type="radio"/> No
Can we hide fields?	<input type="radio"/> Yes	<input type="radio"/> No
Can we completely remove fields?	<input type="radio"/> Yes	<input type="radio"/> No
Can we change the <u>text</u> of fields?	<input type="radio"/> Yes	<input type="radio"/> No

Can we change the <u>labels</u> of fields?	<input type="radio"/> Yes <input type="radio"/> No
Are there other customization features available to us?	<input type="radio"/> Yes <input type="radio"/> No  If yes, please describe:
PRIVACY AND SAFETY	TEXT ANSWERS
Can data be retrieved for a single client?	<input type="radio"/> Yes <input type="radio"/> No
Are third parties able to <u>retrieve</u> our data?	<input type="radio"/> Yes <input type="radio"/> No  If yes, who are the third parties?
Are third parties able to <u>view</u> our data?	<input type="radio"/> Yes <input type="radio"/> No  If yes, what kind of data is shared?
Would you notify us of subpoenas, warrants, law enforcement requests, or any civil or administrative request for data or records?	<input type="radio"/> Yes <input type="radio"/> No  If yes, when is notice given?    If yes, how is the notice given?

<p>Would you give us an opportunity to resist disclosure before you respond to subpoenas, warrants, law enforcement requests, or any civil or administrative request for data or records?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p>
<p>Would you yourself resist the disclosure of data or records containing personally identifiable information stored by our organization?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, how?</p>
<p>Would you retain discretion to disclose our data or records to third parties' requests?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, in what circumstances?</p> <p>             </p> <p>If yes, how would you inform us of this discretion?</p>
<p>Do you agree to be bound by the same duty of professional and legal confidentiality obligations as the organization you are providing the product to?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, please describe how this is formalized in the contract for services:</p>
<p>Do you have a written policy about your company's response to <b><u>domestic</u></b> subpoenas, warrants, law enforcement</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p>

<p>requests, or any civil or administrative requests for data or records?</p>	<p>If yes, would you share a copy of this policy with the organization?  <input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, can you please share a copy of this policy or provide a link here?  <input type="radio"/> Yes                      <input type="radio"/> No</p>
<p>Do you have a written policy about the your response to <b>foreign</b> subpoenas, warrants, law enforcement, or any civil or administrative requests for data or records?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, would you share a copy of this policy with the organization?  <input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, can you please share a copy of this policy or provide a link here?  <input type="radio"/> Yes                      <input type="radio"/> No</p>
<p>Is our data available to you in an <b>unencrypted</b> format?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p>
<p>Is our data available to you in an <b>encrypted</b> format?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p>
<p>If our data is encrypted, who is responsible for the encryption key management?</p>	<p><input type="radio"/> Vendor (you)  <input type="radio"/> Organization (us)  <input type="radio"/> Both vendor and organization</p> <p>Please provide details:</p>
<p>TECHNICAL SUPPORT</p>	<p>ANSWERS</p>
<p>Is technical support available for us?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, please describe:</p>
<p>Will your technical support install software for us?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p>

How many technical support staff do you have?	<input type="radio"/> 1 <input type="radio"/> 2-5 <input type="radio"/> 5-10 <input type="radio"/> More than 10
What hours are your technical support staff available?	Check all that apply: <input type="radio"/> 24 hours a day <input type="radio"/> Office hours e.g. 9am-5pm <input type="radio"/> Evenings <input type="radio"/> Weekends Other:
Is there a test/training version of your product that we can access before contracting with the you?	<input type="radio"/> Yes <input type="radio"/> No  If yes, please provide details:
Do you provide training for our staff before using the product?	<input type="radio"/> Yes <input type="radio"/> No  If yes, please provide details including training format (webinar/in person) and cost:
DATA RETENTION	ANSWERS
Can we permanently delete data?	<input type="radio"/> Yes <input type="radio"/> No
Can data be purged from all locations where backed-up?	<input type="radio"/> Yes <input type="radio"/> No
Can some types of data be purged before others?	<input type="radio"/> Yes <input type="radio"/> No  If yes, what types?

Is it possible to schedule routine removal of data?	<input type="radio"/> Yes	<input type="radio"/> No
---	---------------------------	--------------------------

OWNERSHIP AND CONTROL	ANSWERS	
-----------------------	---------	--

Do we own the data we input into the database?	<input type="radio"/> Yes	<input type="radio"/> No
--	---------------------------	--------------------------

Who has physical custody of the data? Please check all that apply.	<input type="radio"/> Vendor (you) <input type="radio"/> Organization (us) <input type="radio"/> 3 <sup>rd</sup> party contractors in Canada <input type="radio"/> 3 <sup>rd</sup> party contractors outside of Canada <input type="radio"/> Cloud-based storage	
---	--	--

Who owns the hardware used to store the data? Please check all that apply.	<input type="radio"/> Vendor (you) <input type="radio"/> Organization (us) <input type="radio"/> 3 <sup>rd</sup> party contractors in Canada <input type="radio"/> 3 <sup>rd</sup> party contractors outside of Canada	
--	---	--

Upon termination of the business relationship between you and our organization, can we determine where the data goes?	<input type="radio"/> Yes	<input type="radio"/> No
---	---------------------------	--------------------------

REPORTS	ANSWERS	
---------	---------	--

Can data reports be exported to Word?	<input type="radio"/> Yes	<input type="radio"/> No
---------------------------------------	---------------------------	--------------------------

Can data reports be exported to Excel?	<input type="radio"/> Yes	<input type="radio"/> No
--	---------------------------	--------------------------

Can data reports be exported into other reports for specific funding sources?	<input type="radio"/> Yes	<input type="radio"/> No
	If yes, please provide details:	

REPORT DESIGNER	ANSWERS	
-----------------	---------	--

Can we design our own reports?	<input type="radio"/> Yes	<input type="radio"/> No
--------------------------------	---------------------------	--------------------------

Can we modify existing reports in the database?	<input type="radio"/> Yes	<input type="radio"/> No
---	---------------------------	--------------------------



Is a report wizard built-in, allowing us to extract only certain data?	<input type="radio"/> Yes <input type="radio"/> No
Are there other report features to highlight?	<input type="radio"/> Yes <input type="radio"/> No  If yes, please provide details:
ACCESS TO DATA	ANSWERS
Who creates logins?	<input type="radio"/> Our staff <input type="radio"/> Vendor (you) <input type="radio"/> Both our staff and vendor
Does each individual user create their own login password?	<input type="radio"/> Yes <input type="radio"/> No  If no, please provide details:
Must all users have passwords?	<input type="radio"/> Yes <input type="radio"/> No
Does the database require two-factor authentication to log in to the database?	<input type="radio"/> Yes <input type="radio"/> No
Does the database require two-factor authentication to access records in the database?	<input type="radio"/> Yes <input type="radio"/> No
Are all data entries tracked back to a certain user?	<input type="radio"/> Yes <input type="radio"/> No
Can you set up a system so that access to information can be restricted to certain users?	<input type="radio"/> Yes <input type="radio"/> No  If yes, please provide details:
Can we control who can <b>create</b> each type of data?	<input type="radio"/> Yes <input type="radio"/> No

Can we control who can <u>edit</u> each type of data?	<input type="radio"/> Yes	<input type="radio"/> No
Can we control who can <u>delete</u> each type of data?	<input type="radio"/> Yes	<input type="radio"/> No
Can we control who can <u>view</u> each type of data?	<input type="radio"/> Yes	<input type="radio"/> No
Does your staff have access to the data in readable form?	<input type="radio"/> Yes	<input type="radio"/> No
Does your system give any party/parties outside of our staff access to our data?	<input type="radio"/> Yes	<input type="radio"/> No
	If yes, please provide details:	
Please indicate the companies whose staff can access the servers on which our data is stored. Check all that apply.	<input type="radio"/> Vendor (you) <input type="radio"/> Vendor sub-contractors <input type="radio"/> Vendor independent contractors <input type="radio"/> Outsource partners <input type="radio"/> Others: _____	
Do you maintain a list of the names of all individuals, physically or remotely, who have access to the server/s where our data is stored?	<input type="radio"/> Yes	<input type="radio"/> No
Is an Internet connection necessary to access our data?	<input type="radio"/> Yes	<input type="radio"/> No
Are you willing to enter into any service-level agreements with our organization?	<input type="radio"/> Yes	<input type="radio"/> No
	If yes, please describe the details of the agreements:	
DATA STORAGE	ANSWERS	
Does data stored on the server belong to us?	<input type="radio"/> Yes	<input type="radio"/> No
Are backup systems included or are they available?	<input type="radio"/> Yes	<input type="radio"/> No
Is data stored on a dedicated server belonging to you?	<input type="radio"/> Yes	<input type="radio"/> No

<p>Is data stored on various servers as chosen by you?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, please provide details:</p>
<p>Do you outsource data storage to third party/ies?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, please provide details as to whom:</p>
<p>Do you require any external data centre to comply with the terms of your contract with us?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p>
<p>In which jurisdictions is data stored? Please list all:</p>	<p>Country(ies):</p> <p>Canadian provinces and/or territories:</p> <p>US state/s:</p> <p>Others:</p>
<p>Can we choose or exclude storage in certain jurisdictions?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, please provide details:</p>
<p>Is our data on the same server as data from other organizations, agencies, or companies?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, please provide details:</p>

Are servers physically secured 24/7?	<input type="radio"/> Yes <input type="radio"/> No  If yes or no, please provide details of security measures:
Does the location/s housing the servers/s have emergency power backup for at least 3 days?	<input type="radio"/> Yes <input type="radio"/> No
Does the location/s housing the server/s have redundant Internet connections?	<input type="radio"/> Yes <input type="radio"/> No
What is your backup procedure?	
Can data be imported from an older system?	<input type="radio"/> Yes <input type="radio"/> No
Can we import the data ourselves without contacting you?	<input type="radio"/> Yes <input type="radio"/> No  If no, please provide details:
Can data be exported for our organization to another data storage system?	<input type="radio"/> Yes <input type="radio"/> No
Can we export all of our data to another data storage system by ourselves, without contacting you?	<input type="radio"/> Yes <input type="radio"/> No
If our organization exports all our data, is it in a common format?	<input type="radio"/> Yes <input type="radio"/> No  If yes, which format?

Are there limits on the number of records the system can handle?	<input type="radio"/> Yes <input type="radio"/> No  If yes, what is the limit?
Does your system have other data storage features to highlight? If so, please provide details.	
SECURITY PRACTICES	ANSWERS
Do you have a dedicated security team?	<input type="radio"/> Yes <input type="radio"/> No  If yes, how many staff are on the team? <input type="radio"/> 1 <input type="radio"/> 2-5 <input type="radio"/> 5-10 <input type="radio"/> More than 10
Do you implement standard security systems such as file integrity monitoring software?	<input type="radio"/> Yes <input type="radio"/> No
Do you implement standard security systems such as intrusion detection systems?	<input type="radio"/> Yes <input type="radio"/> No
Do you implement standard security systems such as anti-virus or anti-malware?	<input type="radio"/> Yes <input type="radio"/> No
Do you implement standard security systems such as host-based or centralized firewalls?	<input type="radio"/> Yes <input type="radio"/> No
To determine security gaps, do you perform penetration testing?	<input type="radio"/> Yes <input type="radio"/> No
To determine security gaps, do you perform regular vulnerability assessments?	<input type="radio"/> Yes <input type="radio"/> No  If yes, how regularly are vulnerability assessments conducted? <input type="radio"/> Weekly <input type="radio"/> Every Two Weeks <input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Every Six Months

	<input type="radio"/> Annually Other:
Do you incorporate security in your software development lifecycle, specifically threat modelling?	<input type="radio"/> Yes <input type="radio"/> No
Do you incorporate security in your software development lifecycle, specifically security code reviews (OWASP code review top 9)?	<input type="radio"/> Yes <input type="radio"/> No
Do you incorporate security in your software development lifecycle, specifically independent audits?	<input type="radio"/> Yes <input type="radio"/> No
Do you operate any systems or software that is outdated and no longer gets security updates from their respective vendors?	<input type="radio"/> Yes <input type="radio"/> No  If yes, please provide details:
Do you follow security notices and CVEs?	<input type="radio"/> Yes <input type="radio"/> No
Do you apply security updates on your infrastructure in a timely manner?	<input type="radio"/> Yes <input type="radio"/> No  If yes, please define "timely."
What kind of physical security measures do you implement for access control?	
What kind of physical security measures do you implement for the sign-in process for visitors?	
What kind of physical security measures do you implement for facilities' monitoring?	

Do you perform regular system log audits looking for unusual events?	<input type="radio"/> Yes	<input type="radio"/> No
Do you perform regular system log audits looking for failed access attempts?	<input type="radio"/> Yes	<input type="radio"/> No
Do you review accounts and access permissions on a regular basis?	<input type="radio"/> Yes	<input type="radio"/> No
Do you delete or decommission unnecessary accounts or systems?	<input type="radio"/> Yes	<input type="radio"/> No  If yes, please provide further details.
Do you use encryption for data at rest?	<input type="radio"/> Yes	<input type="radio"/> No
Do you use encryption for data in transit?	<input type="radio"/> Yes	<input type="radio"/> No
Do you have a document describing which encryption and authentication methods are implemented in your infrastructure?	<input type="radio"/> Yes	<input type="radio"/> No  If yes, would you share a copy of this document with our organization? <input type="radio"/> Yes <input type="radio"/> No  If yes, can you please share a copy of this document or provide a link here to the policy? <input type="radio"/> Yes <input type="radio"/> No
Do you store passwords in clear text?	<input type="radio"/> Yes	<input type="radio"/> No
Do you hold a copy of the encryption keys?	<input type="radio"/> Yes	<input type="radio"/> No
Do you have the capability to decrypt our organization's data?	<input type="radio"/> Yes	<input type="radio"/> No
If using a third party company to host the infrastructure, does the third party have access to decryption keys?	<input type="radio"/> Yes	<input type="radio"/> No
If using a third party company to host the infrastructure, does the third party have access to unencrypted data?	<input type="radio"/> Yes	<input type="radio"/> No
Do you default to HTTPS for every web connection?	<input type="radio"/> Yes	<input type="radio"/> No

Do you encrypt data backups?	<input type="radio"/> Yes <input type="radio"/> No
HOSTING	ANSWERS
What kind of infrastructure is used to host applications and data?	
Do you manage your own infrastructure?	<input type="radio"/> Yes <input type="radio"/> No  If no, is the infrastructure hosted with a third party or cloud provider such as AWS, Google Cloud, etc.? Please provide details:
If the system is self-hosted...	...is it a multi-tenant infrastructure?  <input type="radio"/> Yes <input type="radio"/> No
	...how do you segregate data from other tenants and ensure access control?
	...is the infrastructure hosted in its own data centre, or in a secure cage in a shared data centre?
	...where are the data centres located? Please list all: Countries:  Canadian provinces and/or territories:  US state/s:



	Others:
Is the system built using a third-party company ?	<input type="radio"/> Yes <input type="radio"/> No
Do you have a formal change control process?	<input type="radio"/> Yes <input type="radio"/> No  If yes, please specify:
Are your systems built, configured, and deployed using modern processes and technologies such as version control?	<input type="radio"/> Yes <input type="radio"/> No
Are your systems built, configured, and deployed using modern processes and technologies such as continuous delivery and deployment?	<input type="radio"/> Yes <input type="radio"/> No
Are your systems built, configured, and deployed using modern processes and technologies such as infrastructure as code or configuration management?	<input type="radio"/> Yes <input type="radio"/> No
Does your infrastructure design include network segregation?	<input type="radio"/> Yes <input type="radio"/> No
Do you use a DMZ to separate the public-facing web servers and the database servers?	<input type="radio"/> Yes <input type="radio"/> No
Does your infrastructure design include high availability and redundancy?	<input type="radio"/> Yes <input type="radio"/> No
Do you have a disaster recovery plan?	<input type="radio"/> Yes <input type="radio"/> No  If yes, please provide details and when it was last tested:
Have you implemented monitoring and alerting systems for your infrastructure?	<input type="radio"/> Yes <input type="radio"/> No

	<p>If yes, how do you monitor?</p> <p>How frequently do you monitor?</p> <ul style="list-style-type: none"> <li><input type="radio"/> weekly</li> <li><input type="radio"/> every two weeks</li> <li><input type="radio"/> monthly</li> <li><input type="radio"/> quarterly</li> <li><input type="radio"/> every six months</li> <li><input type="radio"/> annually</li> </ul> <p>Other:</p>
What is your backup system?	
How frequently is your infrastructure backed up by your backup system?	<ul style="list-style-type: none"> <li><input type="radio"/> daily</li> <li><input type="radio"/> weekly</li> <li><input type="radio"/> every two weeks</li> <li><input type="radio"/> monthly</li> <li><input type="radio"/> quarterly</li> <li><input type="radio"/> every six months</li> <li><input type="radio"/> annually</li> </ul> <p>Other:</p>
Is your backup system on-site or off-site?	<ul style="list-style-type: none"> <li><input type="radio"/> On-site      <input type="radio"/> Off-site</li> </ul> <p>If your backup system is off-site, please provide details as to location.</p>
<b>CUSTOMER-PROVIDER RELATIONSHIP</b>	<b>ANSWERS</b>
Do you offer service-level agreements (SLAs) to guarantee the quality of the service?	<ul style="list-style-type: none"> <li><input type="radio"/> Yes      <input type="radio"/> No</li> </ul>

	<p>If yes, would you share a copy of the SLA with our organization?</p> <p><input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, can you please share a copy of the SLA or provide a link here to the policy?</p> <p><input type="radio"/> Yes                      <input type="radio"/> No</p>
Do you offer service-level agreements (SLAs) to guarantee the availability of the service?	<input type="radio"/> Yes <input type="radio"/> No
How often do you plan...	...downtime for service upgrades?
	...downtime for applying patches?
How do you notify customers regarding...	... <u>scheduled</u> downtime?
	... <u>unscheduled</u> downtime?
Do you have a service status page?	<input type="radio"/> Yes <input type="radio"/> No
How can we contact you in case of outage or other service disruption?	
Do you have a web-based ticketing system?	<input type="radio"/> Yes <input type="radio"/> No
Can you describe your support escalation procedures?	

How do you notify organizations when changing the company's...	... <u>security</u> policies?
	... <u>privacy</u> policies?
How do you notify organizations in cases of...	...security incidents?
	...data breaches?
Has your company had a data breach in the past?	<input type="radio"/> Yes <input type="radio"/> No  If yes, what measures were taken to respond to the data breach?        What measures were taken to prevent data breaches going forward?
<b>COMPANY &amp; CONTRACT</b>	<b>ANSWERS</b>
How long has your company been in operation as a business?	<input type="radio"/> Less than 1 year <input type="radio"/> 1-10 years <input type="radio"/> More than 10 years
Will you provide references from similar organizations, agencies, and companies that are located in Canada and currently use your product?	<input type="radio"/> Yes <input type="radio"/> No

What is the company's procedure for protecting our data if you cease to operate as a business?	
What is your procedure for returning data to us if you cease to operate as a business?	
Does your standard contract disclaim any warranties related to the provision of database and data storage services?	<input type="radio"/> Yes <input type="radio"/> No  If yes, what are the disclaimed warranties?
Does your contract limit liability for breach of contract?	<input type="radio"/> Yes <input type="radio"/> No  If yes, what are the liability limitations?
Does your contract contain a choice of law clause?	<input type="radio"/> Yes <input type="radio"/> No  If yes, what is the choice?
Do you make any formal assurances concerning the security of data you retain?	<input type="radio"/> Yes <input type="radio"/> No
Do you make any formal assurances concerning the security of data you process?	<input type="radio"/> Yes <input type="radio"/> No
Does your standard contract retain the right to change the terms of the contract without advance agreements from both parties to the contract?	<input type="radio"/> Yes <input type="radio"/> No

<p>Do you have written <u>privacy</u> policies?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, would you share a copy of this policy with the organization?  <input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, can you please share a copy of this policy with us or provide a link here?  <input type="radio"/> Yes                      <input type="radio"/> No</p>
<p>Do you have written <u>security</u> policies?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, would you share a copy of this policy with the organization?  <input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If yes, can you please share a copy of this policy with us or provide a link here?  <input type="radio"/> Yes                      <input type="radio"/> No</p>
<p>Please describe what activities of ours are logged by the vendor.</p>	
<p>Do you have access to our organization's activity logs?</p>	<p><input type="radio"/> Yes                      <input type="radio"/> No</p>
<p>How long are the logs maintained by you?</p>	
<p>When an organization deletes data from your system, is the data actually deleted from your...</p>	<p>...system? <input type="radio"/> Yes                      <input type="radio"/> No</p> <p>If no, please provide details:</p>
	<p>...<u>backup</u> system? <input type="radio"/> Yes                      <input type="radio"/> No</p>

	<p>If no, please provide details:</p> <p>...<u>server</u> system? <input type="radio"/> Yes <input type="radio"/> No</p> <p>If no, please provide details:</p>
<p>What is your process for the return of organizational data in case of service termination?</p>	
<p>Do you disclose any organizational data or metadata to partners or other third parties as part of your business practices?</p>	<p><input type="radio"/> Yes <input type="radio"/> No</p> <p>If yes, please provide details:</p>

To support your development of safe tech use policies, WSC has developed a [Use of Technology Policy Template Guide for Women’s Shelters and Transition Houses](#) (PDF, in English only).

*Technology-Facilitated Gender-Based Violence (TFGBV) is part of a continuum of violence that can be both online and in-person. If you or someone you know is experiencing TFGBV, you are not alone. You can use [sheltersafe.ca](https://sheltersafe.ca) to find a shelter/transition house near you to discuss options and create a [safety plan](#). You don’t need to stay in a shelter to access free, confidential services and support.*

© Copyright 2023 Women's Shelters Canada | All Rights Reserved

Adapted for Canada with permission from NNEDV’s Safety Net project, based on their resource [Selecting a Database](#).

This project is made possible through funding from the department of Women and Gender Equality (WAGE) Canada.

