

3rd Party Policy

Marketware, Inc. makes every effort to assure all 3rd party organizations are compliant and do not compromise the integrity, security, and privacy of Marketware, Inc. or Marketware, Inc. Customer data. 3rd Parties include Customers, Partners, Subcontractors, and Contracted Developers.

Applicable Standards from the HITRUST Common Security Framework

- 05.i - Identification of Risks Related to External Parties
- 05.k - Addressing Security in Third Party Agreements
- 09.e - Service Delivery
- 09.f - Monitoring and Review of Third Party Services
- 09.g - Managing Changes to Third Party Services
- 10.1 - Outsourced Software Development

Applicable Standards from the HIPAA Security Rule

- 164.314(a)(1)(i) - Business Associate Contracts or Other Arrangements

Policies to Assure 3rd Parties Support Marketware, Inc. Compliance

- The following steps are required before 3rd parties are granted access to any Marketware, Inc. systems:
 - Due diligence with the 3rd party;
 - Controls implemented to maintain compliance;
 - Written agreements, with appropriate security requirements, are executed.
- All connections and data in transit between the Marketware, Inc. Platform and 3rd parties are encrypted end to end.

- Access granted to external parties is limited to the minimum necessary and granted only for the duration required.
- A standard business associate agreement with Customers and Partners is defined and includes the required security controls in accordance with the organization's security policies. Additionally, responsibility is assigned in these agreements.
- Marketware, Inc. has Service Level Agreements (SLAs) with Subcontractors with an agreed service arrangement addressing liability, service definitions, security controls, and aspects of services management.
- Marketware, Inc. utilizes monitoring tools to regularly evaluate Subcontractors against relevant SLAs.
- Third parties are unable to make changes to any Marketware, Inc. infrastructure without explicit permission from Marketware, Inc. Additionally, no Marketware, Inc. Customers or Partners have access outside of their own environment, meaning they cannot access, modify, or delete anything related to other 3rd parties.
- Whenever outsourced development is utilized by Marketware, Inc., all changes to production systems will be approved and implemented by Marketware, Inc. workforce members only. All outsourced development requires a formal contract with Marketware, Inc.
- All 3rd party employees working directly with Marketware, Inc. will sign a Business Associate Agreement before beginning work or before getting access to Marketware, Inc.'s system or resources.
- Marketware, Inc. maintains and annually reviews a list all current Partners and Subcontractors.
- Marketware, Inc. assesses security requirements and compliance considerations with all Partners and Subcontracts.
- Marketware, Inc. leverages recurring calendar invites to assure reviews of SLAs with all 3rd parties are performed annually. These are performed by the Marketware, Inc. Security Officer and Privacy Officer.

- Regular review is conducted as required by SLAs to assure security and compliance. These reviews include reports, audit trails, security events, operational issues, failures and disruptions, and identified issues are investigated and resolved in a reasonable and timely manner.
- Any changes to Partner and Subcontractor services and systems are reviewed before implementation.
- For all partners, Marketware, Inc. reviews activity annually to assure partners are in line with SLAs in contracts with Marketware, Inc..