

Joint declaration of understanding about the exchange of information between Vendor and Auditor during a CQM Remote Assessment.

To allow proper conducting of a CQM Remote Audit, Vendor and Auditor shall agree to the following conditions, both to enable a swift exchange of information needed for the audit, and to prevent unintended sharing of security sensitive information:

1. Vendor and Auditor will each contribute to a working, stable Web-Conferencing solution between Vendor and Auditor, that allows voice communication and screen sharing for both (e.g. Zoom, Skype for Business, etc, adequate Internet access for both required).
2. Vendor has all documented processes and procedures available in electronic format and will make these available to the Auditor via e-mail upon request, prior and during the audit.
3. Vendor has or will make quality records available in electronic format, either because they already are stored electronically, or because vendor will scan or photograph and e-mail physical records to the Auditor during the audit upon the Auditor's request.
4. Where the Auditor requests an electronic copy of a record as evidence that contains cardholder information or other security sensitive information such as keys or passwords, Vendor will render this security sensitive information illegible, e.g. blur it or black it out before providing the electronic copy to the auditor.
5. Upon Auditor's request Vendor will during the Guided Internal Audit take photographs of test equipment, or of how a specific test is conducted, and share such photographs with the Auditor.
6. The Auditor will not request the Vendor to provide, and the Vendor shall not provide to the Auditor, photographs where people could be personally identified; nor photographs containing personal information, cardholder data, or other security sensitive information; nor photographs of security installations in the Vendor's facilities, including but not limited to cameras, access control devices, entries and exits.
7. Both parties acknowledge that after completion of the audit the Vendor may request the Auditor to destroy documentary evidence provided by the Vendor, such as documented procedures, records, and photographs, once the Vendor has accepted the Auditor's findings and conclusions. The Vendor shall make such request to the Auditor in writing or via e-mail, and the Auditor shall comply with this request, and archive it together with other records about the audit. Vendor and Auditor acknowledge that documentary evidence related to an Auditor's finding disputed by the Vendor shall be retained until such dispute about the related finding is resolved. The Auditor shall confirm destruction of the documentary evidence by simply confirming destruction of the evidence in a short e-mail to the Vendor.

To express agreement to these clauses, the Auditor shall e-mail a copy of this document to the Vendor, expressing the Auditor consent to the statements in this document, and requesting the Vendor to express their consent by stating so in a reply to the Auditor's e-mail. Then Vendor then shall express their consent to this document by replying to the Auditor's e-mail accordingly.