

# Supplier Risk Assessment for Golf Software

To help us holistically evaluate and assess your software product, please complete and return the following questionnaire.

## Product & Hosting

**Where is your product hosted?**

[Please provide your answer here]

**How is the product hosting and infrastructure architected for reliability?**

[Please provide your answer here]

**What happens if a server or data center goes down?**

[Please provide your answer here]

**Has the system been proven under load-tested conditions?**

[Please provide your answer here]

## Compliance & Security Testing

**Have you been independently audited against a recognized security standard?**

[Please provide your answer here]

**Do you conduct penetration testing by an independent third party?**

[Please provide your answer here]

**Do you perform regular vulnerability scanning?**

[Please provide your answer here]

**Do you comply with applicable data protection regulations?**

[Please provide your answer here]

## Data Security

**How is credit card data protected when processing payments in your system?**

[Please provide your answer here]

**How is data encrypted? How are encryption keys protected?**

[Please provide your answer here]

**How are passwords stored?**

[Please provide your answer here]

**What is the data backup and restoration process?**

[Please provide your answer here]

**Who owns the data stored in the system?**

[Please provide your answer here]

**What personal information does the system collect or store? What privacy policy do you have in place to handle Personally Identifiable Information?**

[Please provide your answer here]

**Do you maintain activity logs to help managers resolve registration and payment issues?**

[Please provide your answer here]

## Application & Infrastructure Security

**Do you follow a formal Secure Software Development process?**

[Please provide your answer here]

**Do you have a Web Application Firewall (WAF) in place?**

[Please provide your answer here]

**How do you isolate your live production system and keep it secure?**

[Please provide your answer here]

**How quickly do you apply security patches?**

[Please provide your answer here]

## Incident Response & Business Continuity

**Do you have formal Incident Response Plan, and has it been tested?**

[Please provide your answer here]

**Do you have 24/7 monitoring and on-call support for security incidents?**

[Please provide your answer here]

**Have you experienced any data breaches or security incidents?**

[Please provide your answer here]

**What is your uptime track record?**

[Please provide your answer here]

**How do you customers during an incident?**

[Please provide your answer here]

**Do you have a disaster recovery plan, and is it tested?**

[Please provide your answer here]

## People & Third-Party Risk

**Do you perform background checks on your employees?**

[Please provide your answer here]

**Do you provide security awareness training for your employees?**

[Please provide your answer here]

**Do you assess the security of your third-party providers?**

[Please provide your answer here]

**Do you carry cybersecurity insurance?**

[Please provide your answer here]

**Do you have formal policies governing use of systems and data by your employees?**

[Please provide your answer here]

## Financial Health and Sustainability

**How long have you been in business?**

[Please provide your answer here]

**How many customers do you serve?**

[Please provide your answer here]

**How many full-time staff members do you have?**

[Please provide your answer here]

**How many full-time PGA Professionals do you employ?**

[Please provide your answer here]

**Are you profitable? If not, how are your funding the losses and what is your path to financial sustainability?**

[Please provide your answer here]

**Do you measure customer satisfaction using Net Promoter Score? Are you willing to share it?**

[Please provide your answer here]