

CTOMETRY · FREE TOOL

Supplier Assurance Questionnaire

The annual questions your MSP and material SaaS vendors should answer — with evidence, not adjectives.

1. Company & scope

- Legal entity, group structure, ultimate parent.
- Description of the service provided to us.
- Sub-processors and where our data is stored/processed.

2. Security & compliance

- Current ISO 27001 / SOC 2 Type II — with report and dates.
- Penetration test in the last 12 months — summary and remediation.
- Vulnerability management SLAs and evidence for the last quarter.
- Incident notification commitments (RTO and channel).

3. Data & AI

- Do you train models on our data? If yes, opt-out mechanism.
- Data residency and lawful basis for any international transfers.
- AI features in the service — governance and human oversight.

4. Resilience

- Business continuity plan tested in the last 12 months.
- RTO / RPO commitments for our tier of service.
- Concentration risk — critical dependencies on other providers.

When this workbook surfaces something worth acting on, book a Diagnostic Call at ctometry.co.uk.