Information security questionnaire

Instructions

Much of Mitie's business involves third party supplier arrangements with a variety of organi
clearer understanding of the third party service provider's approach to managing Informatic

- Please ensure that the most relevant member of staff completes the questionnaire.
- ALL relevant questions should be completed.
- Answers should be provided in the context of services provided to Mitie.
- Where you deem a question to be "Not Applicable" then "N/A" should be selected and an
- You should attach (or provide separately) relevant supporting documentation, where requ
- You should also provide documentation where you feel that this would add substance to y
- You should be able to demonstrate all given answers during an onsite visit.
- This questionnaire should be returned by e-mail to your normal Mitie point of contact or in
encrypted means if contents is considered sensitive.

Thank you for your assistance.

If you have any queries please contact the Mitie Information Security team via em

Service provider details

Service provider name	
Service provider account manager for Mitie - name, telephone and e-mail address	
Information Security contact for service provider - name, telephone and e-mail address	

Respondent details

Questionnaire completed by	
Job title	
Contact details	
Date	

Service details

Types of services provided - - Brief description of service - Provision to which part of Mitie - Mitie contact for each service provided - Is this a direct contract, or are you a subcontractor to Mitie for this service? If subcontractor, please provide the details of the main contractor (e.g., contract owner, email, telephone)
Do the services provided to Mitie include: - Processing or receipt of PAN data (Primary Account Number) (14-digit or 16-digit numeric code embossed on the face side of a bank card, and also encoded in the Magnetic Stripe) - Processing or receipt of card verification value codes - Processing or receipt of Mitie customer data - Processing or receipt of employee or potential employee data

Please describe the type of information involved in providing services, including:
- Mitie specific information
- Your company information about Mitie
- Other sensitive data (specify) e.g. company reorganisation data, accounts prior to publication

Where is Mitie-related data processed?
If it is in more than one location, please specify which activities are completed in which locations <country and place>
Please specify both day to day processing sites and backup and storage sites.

Does your service to Mitie involve the provision of a web presence. If so, please specify:
- The URL(s)
- What is/are the web presence(s) used for

Does your service to Mitie involve transfer of information? If so:
- Who is the transfer to/from
- What is the medium of transfer (e.g., mail, e-mail, secure file transfer, update to web-site)
- What countries is the transfer from/to
- Please specify types of transfer, the type of data transferred, frequency of transfer and security mechanism.

Regulation and compliance

Are you currently certified to any industry / international standards (e.g., ISO 27001, ISO 22301, PCI-DSS, Cyber Essentials)? If so, please specify certification, scope, certification dates and provide a copy of the certificate.

Business changes and events

How many incidents have you had in the past 12 months (if not contracted with Mitie)?
How many incidents have you had specific to Mitie data / services in the past 12 months (if existing relationship)?
How many of these incidents have been Severity / Priority 1?

Have there been material changes in your company structures, corporate ownership, joint ventures, senior management team, personnel or the third parties that support services related to the Mitie since the last review? If so, please provide details.

Subcontracted services

Do you subcontract (including outsource or offshore) any services related to Mitie?
If so,
. Please specify type of activity subcontracted
. Please specify who you subcontract activity to
. Does subcontracted activity involve Mitie's data being transferred to / viewable by the subcontractor (e.g. service desks in India who could view client data in investigating faults)?

Questionnaire sections

The **Standard Worksheet** questionnaire must be completed as a minimum by all responders.

The **Extensive Worksheet** questionnaire must be completed in addition to the standard worksheet where Mitie information is held and processes as part of providing services to Mitie. If unsure, contact infosec@mitie.com for confirmation of the requirement to

Does your service to Mitie involve the use of cloud technology? If so:
- What information is stored/transmitted?
* If you have answered this question, you will be required to complete the questions on the 'Cloud' worksheet.

sations – involving outsourcing and partnering. This questionnaire aims to build a

on Security within their business.

explanation provided under 'Response'.

ested to do so and where the data is not confidential in nature.

our answers.

nfosec@mitie.com. The completed questionnaire should be sent securely/via

ail to infosec@mitie.com

Supplier response