Dext

PARTNER SECURITY AND DATA QUESTIONNAIRES

FAQS FOR DEXT PREPARE AND DEXT PRECISION

General information		
1.	Name of software	Dext Prepare and Precision
2.	Web address	https://dext.com/
3.	Software description	Cloud based accounting software solutions for accountants, bookkeepers, and business owners worldwide
4.	Provide a link to you GDPR or Privacy Policy	https://dext.com/uk/privacy-policy
5.	Provide a link to your Security Policy	https://dext.com/security

Security information		
6.	What certification or accreditations does Dext hold?	ISO 27001 (view PDF certificate) ISO 9001 Scope of ISO 27001: The development, provision and support of cloud-based accounting software solutions for accountants, bookkeepers and business owners worldwide.
7.	Does Dext have a documented Information security policy in place which is maintained, reviewed and has been signed off in the last 12 months? Please describe the key areas covered in the policy.	Yes. All mandatory policies as required by ISO 27001.
8.	Please provide details on any controls in place to ensure safe transfer of personal data (e.g., encryption, pseudonymisation, anonymisation).	All traffic crossing the public internet is encrypted. Additionally, Dext runs periodic checks and reviews against its infrastructure to ensure that all data in transit and at rest internally is also encrypted and that sensitive data is scrubbed away from e.g. logs.
9.	Is all client <-> server data communication default encrypted?	Yes, all client-server communication uses a recent enough version of the TLS protocol with up-to-date encryption ciphers.
10.	How often does Dext run penetration tests, security reviews and/or bug bounties?	Dext runs penetration testing once a year. Dext commissions an external company which specialises in such activities to perform the penetration tests.
11.	What information security education and training is provided to staff? How is this measured in terms of coverage and effectiveness?	Online training platform with mandatory modules, plus department specific modules. Test at end with pass/fail marks - reaches all employees and is tracked.

12.	Is there any acceptable usage guidance in place for systems and applications?	As part of our commitment to ISO27001 we have an AUP for systems and applications.
13.	Do you have cyber insurance in place?	Yes, Dext has cyber insurance in place at a level appropriate for businesses of this kind.
Two Factor Authentication		
14.	Is Two Factor Authentication available?	Yes.
15.	Is this global for all users?	Yes.
16.	Is this on an individual basis?	Yes.
Personal data		
17.	What personal data will Dext have access to?	See "1. What data do we collect?" in our privacy policy: https://dext.com/en/privacy-policy.
18.	Who will the data subjects be?	Dext users and account holders for Identity and Contact Data. The users who are referenced in the invoices and other documents submitted to Dext Prepare.
19.	What is the purpose for processing/storing the data?	Data is retained to enable Dext to provide the services it offers to its customers.
20.	How will the data be stored?	Data is stored in data centres managed by Amazon Web Services (AWS), in encrypted form, either in relational databases, or in object storage systems (such as AWS S3).
21.	List any countries and systems where the data will be hosted, processed, or transmitted?	Data for Dext Prepare and Precision is hosted in the Ireland AWS region (primary copy) and the Frankfurt, Germany AWS region (backup copy). Data processing also happens in these regions.
22.	Who will be the Data Controller?	Dext is the data controller in relation to the information that we hold in relation to its customer – e.g. your name, email etc. In relation to the data contained in documents that are uploaded to Dext Prepare and Precision, we are the data processor.
23.	Does the data to be processed include any Sensitive Personal Data? If 'Yes' please specify the nature of the data.	Generally, no, but in respect of Dext Prepare, it is possible that the documents submitted by the user may contain sensitive personal data – for example, a receipt for a medical procedure that contains some details regarding the procedure itself or the medical condition in question. However, this will only be the case if the user uploads such information themselves, and we request that users do not do this, as a general rule.

24.	Is Sensitive Personal Data differentiated from other forms of personal data? If 'Yes' please explain how.	Yes, sensitive personal data may only be contained in the documents (receipts, invoices) that get submitted by users to Dext Prepare for extraction and processing. We generally do not want such personal data and our users should not upload it.
25.	Do you have a Data Processing Agreement we can enter into.	Yes
26.	Do you use sub-processors?	Yes; we use the sub-processors set out in Schedule 1. We take information security seriously and have policies and procedures in place to ensure the information we hold on you remains safe. We limit who has access to your information and ensure that those who do are bound by contracts to keep your information availability restricted and safe.

Jurisdictions and Data Transfer

27.	Does Dext transfer personal data to a country or territory outside of the UK and EEA?	No. However, in respect of Dext Prepare, personal data is occasionally transferred to third-party service providers outside of the UK and EEA to provide quality assurance, however, standard contractual clauses and other appropriate training and security measures are in place.

Data Access

28.	Who at Dext will have access to the data (teams/roles)?	Authorised members of the Dext support staff or Engineering team, to troubleshoot issues.
29.	Will any third-party service providers have access to the Personal Data? If 'Yes' please describe any controls in place to manage that access.	Yes, in order to provide the services to its customers, third parties will have access. All such third parties have appropriate organisational and technical measures in place, which we monitor and can enforce via our agreements with them. See "5. Who else receives your personal data?" from https://dext.com/privacy-policy.
30.	Please provide details of critical functions which are outsourced to other third- parties.	Generally, critical functions are not outsourced to third parties, however, in respect of Dext Prepare, some elements of our data extraction are outsourced to ensure high levels of accuracy but are supported on our network within our bespoke application.
31.	Is all access to the data monitored/logged?	Yes.

Organisational Measures to protect personal data

32.	Does Dext have a documented, regularly reviewed Data Privacy Policy that is communicated to all employees?	Yes

33.	Does Dext provide privacy awareness training to all employees and/or contractors?	Yes
34.	Is there role/ specific training for individuals who handle personal information?	Yes
35.	Does Dext have a dedicated Data Protection/Privacy Officer (or equivalent)?	The function is being held by our Legal team. Any queries should be sent to dpo@dext.com

36.	Is Dext registered with the Information Commissioners Office?	Yes, our registration number is: Z2469310
37.	Has Dext had any breaches that had to be reported to the ICO?	No
38.	Is there a documented Data Incident response program?	Yes
39.	Does Dext have systems in place to record and capture incidents of data breaches and loss?	Yes
40.	Has Dext ever received a US government subpoena or other government request?	No
Data retention		
41.	How long will the data be retained for?	See "6. How long will we keep your personal data for?" in our privacy policy: https://dext.com/en/privacy-policy
42.	Can customers request to have the data deleted at any time?	Yes

Schedule 1

Sub-processors

Name	Purpose	Jurisdiction	SSCs
AWS	Cloud services platform that is used for our database storage & to run all of our apps.	EU: AWS Ireland – active location; AWS Germany, Frankfurt – backup location.	N.A.
Fino	Provides integrated screen-scrapping technology to fetch invoice and bill data from a customer's account on other platforms. Through Fino, customers can connect to over 2,000 possible providers, such as Amazon, BT, Spotify, Thames Water and EE.	EU (AWS Ireland)	N.A.
Fivetran	Syncs Netsuite invoice data to Looker.	EU	N.A.
Google Cloud Platform (Cloud Vision)	This is used for our OCR data extraction service. No data is stored because it is a transient service, the data is processed in order to be extracted and then the files are immediately returned to us once processed. Google cloud does not keep copies of this data.	US (Google Cloud)	Yes
Honeybadger	This is the tool we use to report on errors on our website – e.g. if there is fault when logging in.	US (AWS us-east-1 region)	Yes
Looker	Business intelligence tool and big data analytics platform that helps with analysing and sharing real-time business analytics using dashboards.	EU	N.A.
Mailchimp / Mandrill	Allows us to send one-to-one transactional emails triggered by user actions, like requesting a password or placing an order.	EU: AWS Ireland	N.A.
Netsuite	Cloud based accounting system that helps us manage business finance and operations.	UK (London)	N.A.
OwnBackup	Backup tool for Salesforce.	UK	N.A.
Salesforce	Integrated Customer Relationship Management (CRM) platform used to manage interactions with customers and potential customers.	UK (London)	N.A.
Sentry	Application monitoring and error tracking	US	Yes
Snowflake	Cloud data warehouse that offers a data storage and analytics service.	EU (AWS Ireland)	N.A.
Storecove	Provides e-invoicing capability	EU	N.A.
Stripe	Processes customer payments	US	Yes
Twillo	Software that sends SMS on our behalf for features.	US	Yes