

MEETING THE REASONABLE CARE STANDARD

In exercising reasonable care, you must address the following questions and considerations before using any particular service.

1. Where is your data stored? If the vendor intends to move your data, do you have the right to approve the transfer if it is going to be moved to another state or country?
2. What is the provider's disaster recovery or avoidance plan?
3. How often are [backups of the data made](#), where are they stored, and are multiple past versions maintained or only the most recent versions of your data?
4. Who (if anyone) from the provider has access to your data? What level of access does each person have? You need to ensure that the provider understands that the data is to be kept confidential, and we recommend written instructions to that effect.
5. Is the data encrypted (not readable) when uploaded to the vendor and when you're accessing it from the vendor?
6. Be sure that the vendor does not claim ownership rights in your data or the ability to incorporate it into a data set, whether anonymized or not, for use in artificial intelligence or other products.
7. What certification tier does your provider's data center hold? You want your data hosted in a tier 4 certified data center. Read an explanation of the data center tier system here: <http://tinyurl.com/8rvzou>.
8. Is the cloud vendor contractually obligated to notify you in the event of a security breach?
9. Can you download your data at any time? If you decide to stop using the service, are they obligated to provide your data to you? If so, in what format and within how many days?
10. How long has the provider been in business, and what is its financial health? What happens if the provider closes? How will you retrieve your data?