

Lawdesk Vendor Ranking Definitions

<p>Level 1 Vendor - Informational, Supportive, Consultative</p>	<p>There are limited documentation requirements to do business with a vendor of this type except for approval by the unit’s Department Head. This would be a very simple relationship usually supporting a one-time, short-term duration test, analysis or retail relationship that involves the exchange of no consumer information such as name, address, account number, etc. This category <u>does not</u> include the exchange of critical consumer information that would be covered under GLBA. Examples of vendors that fall into this category would be retailers and Service Providers such as cleaning, plumbing and electrical contractors.</p>
<p>Level 2 Vendor – Partnership</p>	<p>Requires a Non-Disclosure Agreement (“NDA”). Most vendors supporting short term operating or analytical testing will fall into this category. This category <u>does not</u> include the exchange of critical consumer information that would be covered under GLBA. The Level 2 Master Services Agreement will be used. Examples of vendors in this category would be: Mail Vendors or Long Distance Telephone Carriers.</p>
<p>Level 3 Vendor – Operationally Significant or Shares PII</p>	<p>Requires a Non-Disclosure Agreement (“NDA”). This category of vendor is one providing an operationally significant product or service to Company but the service is not considered critical/vital. However, this category <u>includes</u> the exchange of critical consumer information that would be covered under GLBA and is subject to very strict consumer confidentiality and control methodology. Nevertheless, because the vendor’s service can be readily replaced within a reasonable termination period allotted within the contract, the vendor, with little or no risk presented to the Company’s daily operations. Thus, the vendor is not considered critical/vital. The Level 3 Master Services Agreement will be used. Examples of vendors in this category are: Application Data Capture, Collections or Customer Service Vendors having access to the Company’s confidential consumer information.</p>
<p>Level 4 Vendor - Critical / Vital</p>	<p>Requires a Non-Disclosure Agreement (“NDA”). This category of vendor is one providing an extremely important product or service which is considered critical to the Company and which cannot be readily replaced or terminated without creating an extremely dire condition for the Company’s operation. Level 4 critical vendor rating will typically be relegated to only those vendors whose product or service cannot be readily replaced and are a mandatory requirement to conduct everyday business. Further, this category <u>includes</u> the exchange of critical consumer information that would be covered under GLBA and is subject to very strict consumer confidentiality and control methodology. The Level 4 Master Services Agreement will be used. Examples of vendors in this category are: Full Service Providers such as Salesforce, FDR, FIS, TSYS and their related businesses.</p>