

PROTECT CUSTOMER DATA WHEN USING SaaS: Best Practices for Data Privacy

No matter what industry you're in, you're probably handling some amount of customer data. If that data is handled by a Software-as-a-Service provider, here are some best practices you should follow to keep customer data secure:

Take stock of the data you're holding.

It could inform what regulations your company is subject to — medical information subjects you to HIPAA, student information could be protected by FERPA or GLBA, and European customer data is protected by GDPR.

Look at regulations affecting your SaaS vendor.

Look at regulations affecting your SaaS vendor. Depending on what country the vendor (and its data center) is in, there may be rules about how they must store and process data.

Review the security requirements in your contract.

Review the security requirements in your contract. Look at liability and make sure they're contractually bound to your cybersecurity policies. You'll have less negotiating power with larger providers, but they're more likely to have robust security & privacy practices.

Assess your existing customer contracts.

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Evaluate the SaaS vendors' security practices.

Before you choose a SaaS provider, cybersecurity should be part of the selection process. Ask them for ISO 27001 or SOC-2 certification and perform a Vendor Risk Assessment.

Appraise your SaaS vendors' software security practices.

Many if not most vulnerabilities come from software that is flawed. A SaaS vendor should be willing to prove to you that they are addressing best practices in securing their software development lifecycle.



Need help evaluating your SaaS vendors? Consider bringing on GreyCastle Security for guidance on data classification, vendor risk assessments, and more.

Contact us today at intel@greycastlesecurity.com or (800) 403-8350.

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