



# Vendor Management Best Practices: Do's and Don't's

Caroline McCaffery, ClearOPS  
Ari Waldman, New York Law School  
Anna Zeiter, eBay

Privacy + Security Forum,  
October 2019

eBay

ARI WALDMAN



CAROLINE MCCAFFERY



## How vendors currently respond



Sales receives a security questionnaire from customer

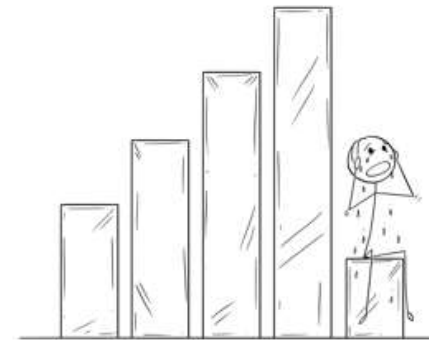
Sales forwards it to legal. Legal can't answer all the questions

Legal sends it to IT, security and senior engineers

IT, security and senior engineers take weeks or months to fill it out



The deal is significantly delayed



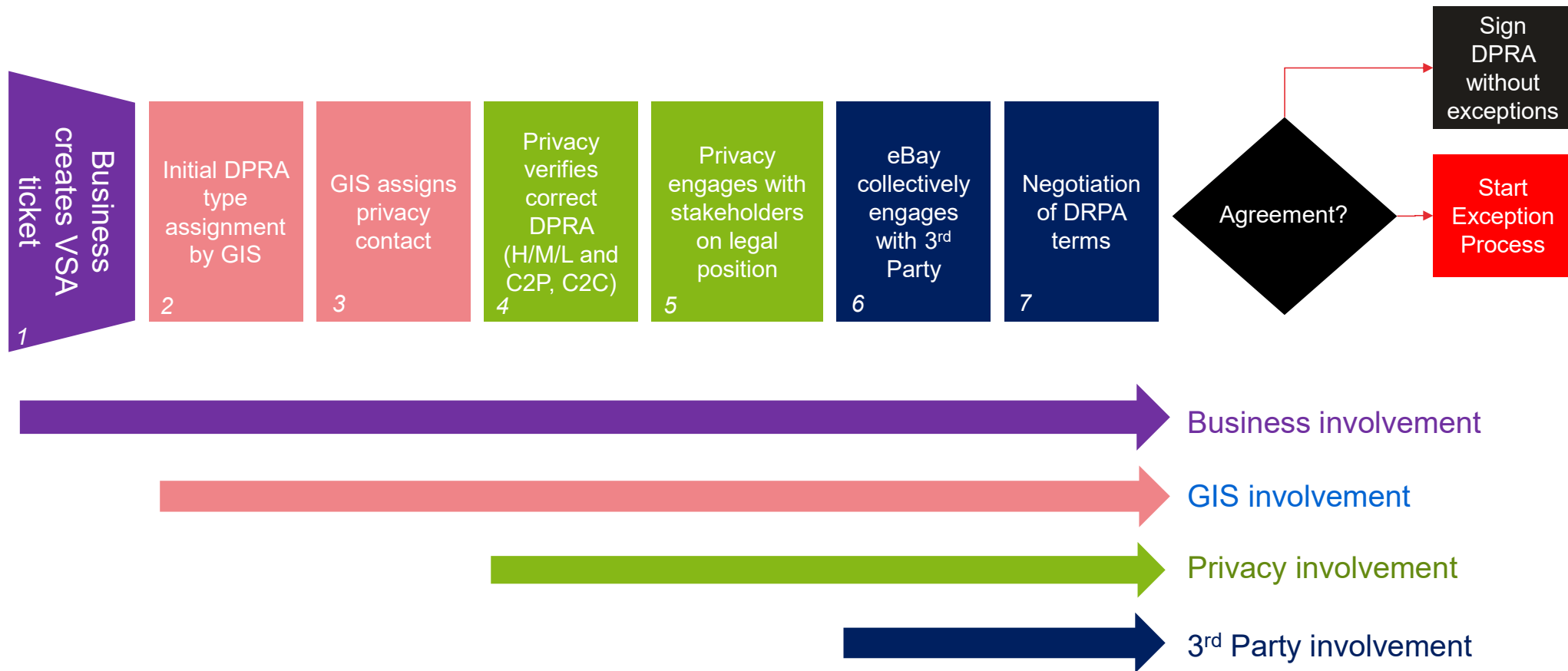
ANNA ZEITER



## Sharing data with third parties



## Vendor management process



## Vendor management – do's and don't's

### Process

- Stakeholders
- Efficiency
- Documentation

### Templates

- Jurisdictions
- Data sensitivity
- Cross border data sharing

### Negotiation

- Liability/indemnity
- Audit
- Data processing activities

### Training

- Stakeholders
- Regularly
- Tailored

### Monitoring

- Regularly
- Specific areas
- Feedback mechanism

### Improvement

- Implementation
- Training
- Documentation

DO YOU HAVE ANY  
QUESTIONS?

