

Event Technology Vendor Security Guide

In today's data-driven world, the security of your event technology is more critical than ever. Whether you're managing attendee data, processing payments, or ensuring smooth event operations, you need a technology partner that prioritizes data protection and compliance. This guide is designed to help you ask the right questions when evaluating potential event technology vendors, ensuring their security practices meet your standards. From encryption protocols to compliance with frameworks like PCI-DSS and GDPR, this guide will empower you to make informed, security-conscious decisions.

By asking the right questions, you can mitigate risks and ensure your event data remains secure.

Key considerations for your evaluation:

- 1 Does the organization have a documented data security policy and program that includes the following:
 - Database access and software development controls?
 - Access controls covering both in-house staff and third-parties?
 - Logging controls?
 - Encryption, firewall, and router management?
 - Data retention and disposal?
 - Data backups?
 - Physical and environmental security?
 - Incident response plans?
 - Business continuity and disaster recovery plans?
- 2 Does the organization have staff who are fully dedicated to data security and compliance? If so, how many and in what capacity?
- 3 Does the organization perform security awareness training for all staff, not just the employees who have product, infrastructure, or database access? If so, is this training refreshed at least once per year?
- 4 Which compliance frameworks (e.g., PCI-DSS, SOC, GDPR, CCPA, etc.) does the organization follow and how does it ensure compliance to these frameworks (e.g., self-attestation, third-party audit, etc.)?
- 5 Is the organization's entire technology stack fully supported, meaning all third-party software used in their products receive regular security updates from the software provider?
- 6 Is the organization's technology stack hosted with a Tier 1 cloud service provider, such as AWS, Microsoft Azure, or Google Cloud, with the organization having full access to enterprise level support from that provider?

