

# Vendor Relationship Lifecycle Quick Reference Map

<u>Phase</u>	<u>Best Practices and Tools</u>
<b>Selection</b>	<p>Use Request for Information (RFI) to gather information about general vendor privacy practices</p> <p>Include data privacy and security Functional Requirements in Request for Proposals (RFPs)</p>
<b>Onboarding</b>	<p>Plan strategies and identify compromise and dealbreaker items before starting contract negotiations</p> <p>Use contract addendums and NDAs</p>
<b>Maintaining</b>	<p>Schedule and conduct regular security and privacy audits</p> <p>Review impact on patron privacy of major changes in contract or product functionality and choose to either renegotiate the contract or non-renewal</p>
<b>Separation</b>	<p>Work with vendor to export and delete patron data when leaving a service or system</p>

## Data Lifecycle Quick Reference Map

<u>Phase</u>	<u>Question</u>	<u>Best Practice</u>
<b>Collection</b>	What data are you collecting? Why are you collecting that data?	Only collect data needed for demonstrated business cases  Practice "The Five Whys"
<b>Storage</b>	Where is the data stored?	Limit number of data storage areas  Limit storage of PII in both local and vendor systems
<b>Access</b>	Who has access to the data?	Limit physical and electronic access to PII data  Audit vendor security and privacy practices
<b>Reporting</b>	What data is published to staff and the public?	Aggregate and control access to data data through dashboards, database views, and other data visualization and reporting tools
<b>Retention</b>	How long is the data kept?	Follow local, state, and federal retention regulations  Don't forget about backups and logs
<b>Deletion</b>	What data is deleted and how?	Properly dispose of physical and electronic media that contained PII

# Acronyms

ALA	American Library Association
CCPA	California Consumer Privacy Act
COPPA	Children's Online Privacy Protection Act
FERPA	Family Educational Rights and Privacy Act
GDPR	General Data Protection Regulation
HTTPS	Hypertext Transfer Protocol Secure
IANAL	I Am Not A Lawyer (always a good acronym to have in your back pocket!)
ILS	Integrated Library System
ISO	International Organization for Standardization
NDA	Non-Disclosure Agreement
NIST	National Institute of Standards and Technology
PII	Personally Identifiable Information
RFI	Request For Information
RFP	Request For Proposals

# References and Further Reading

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