

Know Your Vendors

Body Shops

RSGDA Vendor, Product & Data Risk Checklist

WHY THIS MATTERS A vendor problem can become your business problem. Know who supplies critical products, who can access customer or employee information, what systems they connect to, and what records you can produce if something goes wrong.

1. Inventory the Vendors That Touch Your Business

- ☐ Estimating and shop-management platforms
- ☐ Insurer/DRP and claims-data connections
- ☐ OEM repair-information and scanning platforms
- ☐ ADAS calibration, glass, mechanical and other sublet vendors
- ☐ OEM, aftermarket and recycled parts suppliers
- ☐ Rental, towing, payment, financing, photo/cloud and payroll vendors

2. Questions You Should Be Able to Answer

- ☐ Can every safety-critical part be traced to its supplier and source?
- ☐ Do we know where customer photos, VINs, estimates and claim documents are stored?
- ☐ Are insurer/DRP integrations limited to information required for the claim?
- ☐ Are calibration/sublet reports retained with the repair file?
- ☐ Do contracts address security and breach notification?
- ☐ Is access removed when employees or vendor relationships end?

3. Data & Technology Vendor Review

- ☐ What customer or employee information does the vendor receive?
- ☐ Where is it stored, who else can access it, and how long is it retained?
- ☐ Does the vendor use appropriate access controls, MFA and encryption where applicable?
- ☐ Does our contract address security safeguards and breach notification?
- ☐ What happens to our information when the relationship ends?
- ☐ Do we maintain a current contact for security, safety or incident escalation?

4. Red Flags - Stop and Ask More Questions

- ☐ Questionable airbag/restraint or structural-part provenance
- ☐ Vendor asks for full repair files when limited data would suffice
- ☐ Customer photos/documents stored in unmanaged personal accounts
- ☐ Sublet work returned without documentation
- ☐ Old insurer/software integrations remain active

5. Annual Vendor Review

Vendor / Service	Risk or Data Access	Reviewed / Action Needed

Owner Sign-Off

Reviewed by: _____ Date: _____

Important: This checklist is a practical risk-management resource, not legal advice. Legal, contractual, insurance, cybersecurity, safety and regulatory obligations vary by business and circumstance.