

Know Your Vendors

Towing Companies

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

- ☐ Dispatch, GPS and fleet-management platforms
- ☐ Motor clubs, roadside networks and law-enforcement rotation systems
- ☐ Payment processors and invoicing platforms
- ☐ Impound/storage, lien, title and auction vendors
- ☐ Subcontract tow operators and transporters
- ☐ Camera/access-control, cloud, accounting and payroll providers

2. Questions You Should Be Able to Answer

- ☐ Do we know who can see customer location, vehicle, owner and payment information?
- ☐ Are driver/dispatcher accounts individual and promptly disabled when employment ends?
- ☐ Are keys, property and impounded vehicles controlled and access documented?
- ☐ Do subcontractors receive only information necessary for the call?
- ☐ Are lien/title/auction records transferred securely and retained appropriately?
- ☐ Does the vendor contract explain breach notification and data handling?

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

- ☐ Shared dispatch credentials
- ☐ Former driver still has app/GPS access
- ☐ Unsecured copies of registrations, IDs or payment records
- ☐ Subcontractor receives unnecessary customer information
- ☐ Unknown access to camera or gate systems

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.