



# Frequently Asked Questions

## Infosec Management

### **Are you only assessing our usage of information asset identification, classification and availability?**

Yes. It's not supposed to be the entirety of an infosec management programme. We consider this information security management subset to be a critical component – the foundation - so offer it as an assessment service to clients.

### **Is it only available as a custom quotation?**

Yes.

### **Why do you charge \$10 to produce a quotation?**

It's a security precaution to discourage spurious requests for quotations.

We donate the \$10 to charity.

### **What payment methods are available?**

We only accept credit card payments and commence work as soon as we receive confirmed payment.



### **When will I receive the results?**

Standard and Advanced are available in 14 and 28 days respectively.

### **Do you store any of my details on your system?**

We store minimal information in encrypted format.

- We don't store any credit card information and use a PCI-compliant payment process with Stripe.
- We don't use cookies or any other methods of storing data on your machines.

### **Do I need to purchase your services? Can't I just do it myself?**

Yes you can do it yourself if you have the data analytics experience and know where and how to source the information. Our proprietary algorithms perform behavioral pattern analysis using a large number and variety of public and private information sources.

### **What happens once I've placed my order?**

You will receive an email confirming your transaction reference number. You can track progress of your order using the information supplied by us.

Our team will also be in touch to confirm the details you supplied are correct.



### **Can I cancel my order?**

Standard and Advanced assessments can be cancelled within 7 days of placing the order and we will refund 50% of the price paid.

### **I placed an order but never received confirmation.**

Send us a message using Contact Us on our home page.

### **Do you need to liaise with my staff or come to our offices?**

Yes. We will need to perform four 1-hour structured question and answer sessions with the 4 roles (people) we identify within your organization. We are able to perform these remotely using skype for business or other encrypted platform if you wish.

### **Can I request customization of the analysis?**

The simple answer is no but we'll listen to any requests and will accommodate if possible.

### **Why couldn't I find telephone numbers or street addresses for your offices?**

We're a global cyber-risk company and only engage with our customers.

You won't find any of our email addresses on the web site either.