

Appendix A
Compliance With New York State Education Law Section 2-d Addendum ("Addendum")

The parties to this Agreement are the Monroe 1 Board of Cooperative Educational Services ("BOCES") and Fulcrum Management Solutions, Inc. ("Vendor"). BOCES is an educational agency, as that term is used in Section 2-d of the New York State Education Law ("Section 2-d") and its implementing regulations, and Vendor is a third-party contractor, as that term is used in Section 2-d and its implementing regulations. BOCES and Vendor have entered into this Agreement to conform to the requirements of Section 2-d and its implementing regulations. To the extent that any term of any other agreement or document conflicts with the terms of this Agreement, the terms of this Agreement shall apply and be given effect.

Definitions

As used in this Agreement and related documents, the following terms shall have the following meanings: "Student Data" means personally identifiable information from student records that Vendor receives from an educational agency (including BOCES or a Participating School District) in connection with providing Services under this Agreement.

"Personally Identifiable Information" ("PII") as applied to Student Data, means personally identifiable information as defined in 34 CFR 99.3 implementing the Family Educational Rights and Privacy Act (FERPA), at 20 USC 1232g.

"Third Party Contractor," "Contractor" or "Vendor" means any person or entity, other than an educational agency, that receives Student Data from an educational agency pursuant to a contract or other written agreement for purposes of providing services to such educational agency, including, but not limited to data management or storage services, conducting studies for or on behalf of such educational agency, or audit or evaluation of publicly funded programs.

"BOCES" means Monroe #1 Board of Cooperative Educational Services.

"Parent" means a parent, legal guardian, or person in parental relation to a student.

"Student" means any person attending or seeking to enroll in an educational agency.

"Eligible Student" means a student eighteen years or older.

"State-protected Data" means Student Data, as applicable to Vendor's product/service.

"Participating School District" means a public school district or board of cooperative educational services that obtains access to Vendor's product/service through a cooperative educational services agreement ("CoSer") with BOCES, or other entity that obtains access to Vendor's product/service through an agreement with BOCES, and also includes BOCES when it uses the Vendor's product/service to support its own educational programs or operations.

"Breach" means the unauthorized access, use, or disclosure of personally identifiable information.

"Commercial or marketing purpose" means the sale of PII; and the direct or indirect use or disclosure of State-protected Data to derive a profit, advertise, or develop, improve, or market products or services to students other than as may be expressly authorized by the parties in writing (the "Services").

"Disclose", "Disclosure," and "Release" mean to intentionally or unintentionally permit access to State-protected Data; and to intentionally or unintentionally release, transfer, or otherwise communicate State-protected Data to someone not authorized by contract, consent, or law to receive that State-protected Data.

Vendor Obligations and Agreements

Vendor agrees that it shall comply with the following obligations with respect to any student data received in connection with providing Services under this Agreement and any failure to fulfill one of these statutory or regulatory obligations shall be a breach of this Agreement. Vendor shall:

(a) limit internal access to education records only to those employees and subcontractors that are determined to have legitimate educational interests in accessing the data within the meaning of Section 2-d, its implementing regulations and FERPA (e.g., the individual needs access in order to fulfill his/her responsibilities in providing the contracted services);

(b) only use personally identifiable information for the explicit purpose authorized by the Agreement, and must/will not use it for any purpose other than that explicitly authorized in the Agreement or by the parties in writing;

(c) not disclose any personally identifiable information received from BOCES or a Participating School District to any other party who is not an authorized representative of the Vendor using the information to carry out Vendor's obligations under this Agreement, unless (i) if student PII, the Vendor or that other party has obtained the prior written consent of the parent or eligible student, or (ii) the disclosure is required by statute or court order, and notice of the disclosure is provided to the source of the information no later than the time of disclosure, unless such notice is expressly prohibited by the statute or court order;

(d) maintain reasonable administrative, technical, and physical safeguards to protect the security, confidentiality, and integrity of the personally identifiable information in its custody;

(e) use encryption technology to protect data while in motion or in its custody (i.e., in rest) from unauthorized disclosure by rendering personally identifiable information unusable, unreadable, or indecipherable to unauthorized persons through the use of a technology or methodology specified or permitted by the Secretary of the United States department of health and human services in guidance issued under Section 13402(H)(2) of Public Law 111-5 using a technology or methodology specified or permitted by the secretary of the U.S.);

(f) not sell personally identifiable information received from BOCES or a Participating School District nor use or disclose it for any marketing or commercial purpose unless otherwise expressly authorized by the Services, or facilitate its use or disclosure by any other party for any marketing or commercial purpose or permit another party to do so;

(g) notify the educational agency from which student data is received of any breach of security resulting in an unauthorized release of such data by Vendor or its assignees in violation of state or federal law, or of contractual obligations relating to data privacy and security in the most expedient way possible and without unreasonable delay, in compliance with New York law and regulation;

(h) reasonably cooperate with educational agencies and law enforcement to protect the integrity of investigations into any breach or unauthorized release of personally identifiable information by Vendor;

(i) adopt technologies, safeguards, and practices that align with the NIST Cybersecurity Framework, Version 1.1, that are in substantial compliance with the BOCES data security and privacy policy, and that comply with Education Law Section 2-d, Part 121 of the Regulations of the Commissioner of Education and the Monroe #1 BOCES Parents' Bill of Rights for Data Privacy and Security, set forth below, as well as all applicable federal, state and local laws, rules and regulations;

(j) acknowledge and hereby agrees that the State-protected Data which Vendor receives or has access to pursuant to this Agreement may originate from several Participating School Districts located across New York State. Vendor acknowledges that the State-protected Data belongs to and is owned by the Participating School District or student from which it originates;

(k) acknowledge and hereby agrees that if Vendor has an online terms of service and/or Privacy Policy that may be applicable to its customers or users of its product/service, to the extent that any term of such online terms of service or Privacy Policy conflicts with applicable law or regulation, the terms of the applicable law or regulation shall apply;

(l) acknowledge and hereby agrees that Vendor shall promptly pay for or reimburse the educational agency for the full third party cost of a legally required breach notification to parents and eligible students due to the unauthorized release of student data caused by Vendor or its agent or assignee;

(m) ensure that employees, assignees and agents of Contractor who have access to student data, or teacher or principal data receive or will receive training on the federal and state laws governing confidentiality of such data prior to receiving access to such data; and

(n) ensure that any subcontractor that performs Contractor's obligations pursuant to the Agreement is legally bound by legally compliant data protection obligations imposed on the Contractor by law, the Agreement and this Agreement.

Monroe #1 BOCES Parents' Bill of Rights for Data Privacy and Security

<https://www.monroe.edu/domain/1478>

The Monroe #1 BOCES seeks to use current technology, including electronic storage, retrieval, and analysis of information about students' education experience in the BOCES, to enhance the opportunities for learning and to increase the efficiency of our operations.

The Monroe #1 BOCES seeks to ensure that parents have information about how the BOCES stores, retrieves, and uses information about students, and to meet all legal requirements for maintaining the privacy and security of protected student data and protected principal and teacher data, including Section 2-d of the New York State Education Law.

To further these goals, the BOCES has posted this Parents' Bill of Rights for Data Privacy and Security.

1. A student's personally identifiable information cannot be sold or released for any commercial purposes.
2. Parents have the right to inspect and review the complete contents of their child's education record. The procedures for exercising this right can be found in Student Records Policy 6320. (<https://www.monroe.edu/6320>)
3. State and federal laws protect the confidentiality of personally identifiable information, and safeguards associated with industry standards and best practices, including but not limited to, encryption, firewalls, and password protection, must be in place when data is stored or transferred.
4. A complete list of all student data elements collected by the State is available at <http://www.p12.nysed.gov/irs/sirs/documentation/NYSEDstudentData.xlsx> and a copy may be obtained by writing to the Office of Information & Reporting Services, New York State Education Department, Room 863 EBA, 89 Washington Avenue, Albany, New York 12234.
5. Parents have the right to have complaints about possible breaches of student data addressed. Complaints should be directed in writing, to:

Chief Privacy Officer
New York State Education Department
Room 863 EBA
89 Washington Avenue
Albany, New York 12234.

or
Monroe One Data Protection Officer
William Gregory
Monroe #1 BOCES
41 O'Connor Road
Fairport, NY 14450

Supplemental Information About Agreement Between Fulcrum Management Solutions, Inc. ("ThoughtExchange") and BOCES

(a) The exclusive purposes for which the personally identifiable information provided by BOCES or a Participating School District will be used by Vendor is to provide ThoughtExchange's Software-as-a-Service products to BOCES or other Participating School District pursuant to a BOCES Purchase Order.

(b) Personally identifiable information received by Vendor, or by any assignee of Vendor, from BOCES or from a Participating School District shall not be sold or used for marketing purposes.

(c) Personally identifiable information received by Vendor, or by any assignee of Vendor shall not be shared with a sub-contractor except pursuant to a written contract that binds such a party to at least the same data protection and security requirements imposed on Vendor under this Agreement, as well as all applicable state and federal laws and regulations.

(d) The effective date of this Agreement shall be April 1, 2024 and the Agreement shall remain in effect until June 30, 2025, unless sooner by either party for any reason upon thirty (30) days' notice.

(e) Upon expiration or termination of the Agreement without a successor or renewal agreement in place, and upon request from BOCES or a Participating School District, Vendor shall transfer all educational agency data to the educational agency in a format agreed upon by the parties. Vendor shall thereafter securely delete all educational agency data remaining in the possession of Vendor or its assignees or subcontractors (including all hard copies, archived copies, electronic versions or electronic imaging of hard copies) as well as any and all educational agency data maintained on behalf of Vendor in secure data center facilities, other than any data that Vendor is required to maintain pursuant to law, regulation or audit requirements. Vendor shall ensure that no copy, summary or extract of the educational agency data or any related work papers are retained on any storage medium whatsoever by Vendor, its subcontractors or assignees, or the secure data center facilities unless Vendor is required to keep such data for legal, regulator, or audit purposes, in which case the data will be retained in compliance with the terms of this Agreement. To the extent that Vendor and/or its subcontractors or assignees may continue to be in possession of any de-identified data (data that has had all direct and indirect identifiers permanently removed with no possibility of reidentification), they each agree not to attempt to re-identify de-identified data and not to transfer de-identified data to any party. Upon request, Vendor and/or its subcontractors or assignees will provide a certification to the BOCES or Participating School District from an appropriate officer that the requirements of this paragraph have been satisfied in full.

(f) State and federal laws require educational agencies to establish processes for a parent or eligible student to challenge the accuracy of their student data. Third party contractors must cooperate with educational agencies in complying with the law. If a parent or eligible student submits a challenge to the accuracy of student data to the student's district of enrollment and the challenge is upheld, Vendor will cooperate with the educational agency to amend such data.

(g) Vendor shall store and maintain PII in electronic format on systems maintained by Vendor in a secure data center facility in the United States or Canada in accordance with its Privacy Policy, NIST Cybersecurity Framework, Version 1.1, and the BOCES data security and privacy policy, Education Law Section 2-d, Part 121 of the Regulations of the Commissioner of Education, and the Monroe #1 BOCES Parents' Bill of Rights for Data Privacy and Security, set forth above. Encryption technology will be utilized while data is in motion and at rest, as detailed above.

(h) A copy of Vendor's Data Privacy and Security Plan, which vender affirms complies with 8 N.Y.C.R.R. 121.6 is attached hereto as **Attachment 1** and is incorporated herein by reference as if fully set forth herein.

DocuSigned by:

Andrew Oh

April 11, 2024 | 06:33:50 PDT

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Vendor Signature



ATTACHMENT 1 - CONTRACTOR'S DATA PRIVACY AND SECURITY PLAN

CONTRACTOR'S DATA PRIVACY AND SECURITY PLAN

The Educational Agency (EA) is required to ensure that all contracts with a third-party contractor include a Data Security and Privacy Plan, pursuant to Education Law § 2-d and Section 121.6 of the Commissioner's Regulations. For every contract, the Contractor must complete the following or provide a plan that materially addresses its requirements, including alignment with the NIST Cybersecurity Framework, which is the standard for educational agency data privacy and security policies in New York state. **While this plan is not required to be posted to the EA's website, contractors should nevertheless ensure that they do not include information that could compromise the security of their data and data systems.**

1	Outline how you will implement applicable data security and privacy contract requirements over the life of the Contract.	ThoughtExchange has implemented and is audited to ISO 27001 (Security), ISO 27701 (Privacy) and SOC 2 Type 2 security and privacy standards. See the attached ThoughtExchange Information Security Policy and ThoughtExchange ISO 27001_27701 SOA
2	Specify the administrative, operational and technical safeguards and practices that you have in place to protect PII.	Attached ThoughtExchange ISO 27001_27701 SOA
3	Address the training received by your employees and any subcontractors engaged in the provision of services under the Contract on the federal and state laws that govern the confidentiality of PII.	Employees and contractors are required to take annual security and privacy training, including the handling of customer PII.
4	Outline contracting processes that ensure that your employees and any subcontractors are bound by written agreement to the requirements of the Contract, at a minimum.	All employees and contractors with access to data have a signed agreement with ThoughtExchange that includes confidential data and non-disclosure. Additionally, employees and contractors with access to data sign The ThoughtExchange Employee Security and Privacy Policy and ThoughtExchange Code of Conduct Agreement.
5	Specify how you will manage any data security and privacy incidents that implicate PII and describe any specific plans you have in place to identify breaches and/or unauthorized disclosures, and to meet your obligations to report incidents to the EA.	ThoughtExchange has a defined Incident Response plan. Attached ThoughtExchange Incident Response Plan

6	Describe how data will be transitioned to the EA when no longer needed by you to meet your contractual obligations, if applicable.	Data can be downloaded to PDF and CSV files.
7	Describe your secure destruction practices and how certification will be provided to the EA.	ThoughtExchange retains customer data for the term of the customer agreement. Data can be deleted and certificate of destruction can be provided on customer request.
8	Outline how your data security and privacy program/practices align with the EA's applicable policies.	Please provide any applicable programs, practices and policies for review.
9	Outline how your data security and privacy program/practices materially align with the NIST CSF v1.1 using the Framework chart below.	PLEASE USE TEMPLATE BELOW.

ATTACHMENT 1(A) - NIST CSF TABLE

The table below will aid the review of a Contractor's Data Privacy and Security Plan. Contractors should complete the Contractor Response sections in the table below to describe how their policies and practices align with each category in the Data Privacy and Security Plan template. To complete these 23 sections, a Contractor may: (i) Demonstrate alignment using the National Cybersecurity Review (NCSR) Maturity Scale of 1-7 ; (ii) Use a narrative to explain alignment (may reference its applicable policies); and/or (iii) Explain why a certain category may not apply to the transaction contemplated. Further informational references for each category can be found on the NIST website at <https://www.nist.gov/cyberframework/new-framework>. Please use additional pages if needed.

Function	Category	Contractor Response
IDENTIFY (ID)	Asset Management (ID.AM): The data, personnel, devices, systems, and facilities that enable the organization to achieve business purposes are identified and managed consistent with their relative importance to organizational objectives and the organization's risk strategy.	ID.AM-1: ISO/IEC 27001:2013 A.8.1.1, A.8.1.2 ID.AM-2: ISO/IEC 27001:2013 A.8.1.1, A.8.1.2 ID.AM-3: ISO/IEC 27001:2013 A.13.2.1 ID.AM-4: ISO/IEC 27001:2013 A.11.2.6 ID.AM-5: ISO/IEC 27001:2013 A.8.2.1 ID.AM-6: ISO/IEC 27001:2013 A.6.1.1
	Business Environment (ID.BE): The organization's mission, objectives, stakeholders, and activities are understood and prioritized; this information is used to inform cybersecurity roles, responsibilities, and risk management decisions.	ID.BE-1: ISO/IEC 27001:2013 A.15.1.3, A.15.2.1, A.15.2.2 ID.BE-2: No Mapping ID.BE-4: ISO/IEC 27001:2013 A.11.2.2, A.11.2.3, A.12.1.3 ID.BE-5: ISO/IEC 27001:2013 A.11.1.4, A.17.1.1, A.17.1.2, A.17.2.1
	Governance (ID.GV): The policies, procedures, and processes to manage and	ID.GV-1: ISO/IEC 27001:2013 A.5.1.1 ID.GV-2: ISO/IEC 27001:2013 A.6.1.1, A.7.2.1

Function	Category	Contractor Response
	monitor the organization's regulatory, legal, risk, environmental, and operational requirements are understood and inform the management of cybersecurity risk.	ID.GV-3: ISO/IEC 27001:2013 A.18.1 ID.GV-4: No Mapping
	Risk Assessment (ID.RA): The organization understands the cybersecurity risk to organizational operations (including mission, functions, image, or reputation), organizational assets, and individuals.	ID.RA-1: ISO/IEC 27001:2013 A.12.6.1, A.18.2.3 ID.RA-2: ISO/IEC 27001:2013 A.6.1.4 ID.RA-3: No Mapping ID.RA-5: ISO/IEC 27001:2013 A.12.6.1 ID.RA-6: No Mapping
	Risk Management Strategy (ID.RM): The organization's priorities, constraints, risk tolerances, and assumptions are established and used to support operational risk decisions.	Attached: ThoughtExchange Risk Assessment Policy, Controls and Procedure
	Supply Chain Risk Management (ID.SC): The organization's priorities, constraints, risk tolerances, and assumptions are established and used to support risk decisions associated with managing supply chain risk. The organization has established and implemented the processes to identify, assess and manage supply chain risks.	Attached: ThoughtExchange Risk Assessment Policy, Controls and Procedure
PROTECT (PR)	Identity Management, Authentication and Access Control (PR.AC): Access to physical and logical assets and associated facilities is limited to authorized users, processes, and devices, and is managed consistent with the assessed risk of unauthorized access to authorized activities and transactions.	PR.AC-1: ISO/IEC 27001:2013 A.9.2.1, A.9.2.2, A.9.2.4, A.9.3.1, A.9.4.2, A.9.4.3 PR.AC-2: ISO/IEC 27001:2013 A.11.1.1, A.11.1.2, A.11.1.4, A.11.1.6, A.11.2.3 PR.AC-3: ISO/IEC 27001:2013 A.6.2.2, A.13.1.1, A.13.2.1 PR.AC-4: ISO/IEC 27001:2013 A.6.1.2, A.9.1.2, A.9.2.3, A.9.4.1, A.9.4.4 PR.AC-5: ISO/IEC 27001:2013 A.13.1.1, A.13.1.3, A.13.2.1
	Awareness and Training (PR.AT): The organization's personnel and partners are provided cybersecurity awareness education and are trained to perform their cybersecurity-related duties and responsibilities consistent with related policies, procedures, and agreements.	PR.AT-1: ISO/IEC 27001:2013 A.7.2.2 PR.AT-2: ISO/IEC 27001:2013 A.6.1.1, A.7.2.2 PR.AT-3: ISO/IEC 27001:2013 A.6.1.1, A.7.2.2 PR.AT-4: ISO/IEC 27001:2013 A.6.1.1, A.7.2.2 PR.AT-5: ISO/IEC 27001:2013 A.6.1.1, A.7.2.2
	Data Security (PR.DS): Information and records (data) are managed consistent with the organization's risk strategy to protect the confidentiality, integrity, and availability of information.	PR.DS-1: ISO/IEC 27001:2013 A.8.2.3 PR.DS-2: ISO/IEC 27001:2013 A.8.2.3, A.13.1.1, A.13.2.1, A.13.2.3, A.14.1.2, A.14.1.3 PR.DS-3: ISO/IEC 27001:2013 A.8.2.3, A.8.3.1, A.8.3.2, A.8.3.3, A.11.2.7 PR.DS-4: ISO/IEC 27001:2013 A.12.3.1 PR.DS-5: ISO/IEC 27001:2013 A.6.1.2, A.7.1.1, A.7.1.2, A.7.3.1, A.8.2.2, A.8.2.3, A.9.1.1, A.9.1.2, A.9.2.3, A.9.4.1, A.9.4.4, A.9.4.5, A.13.1.3, A.13.2.1, A.13.2.3, A.13.2.4, A.14.1.2, A.14.1.3 PR.DS-6: ISO/IEC 27001:2013 A.12.2.1, A.12.5.1, A.14.1.2, A.14.1.3 PR.DS-7: ISO/IEC 27001:2013 A.12.1.4

Function	Category	Contractor Response
	<p>Information Protection Processes and Procedures (PR.IP): Security policies (that address purpose, scope, roles, responsibilities, management commitment, and coordination among organizational entities), processes, and procedures are maintained and used to manage protection of information systems and assets.</p>	<p>PR.IP-1: ISO/IEC 27001:2013 A.12.1.2, A.12.5.1, A.12.6.2, A.14.2.2, A.14.2.3, A.14.2.4 PR.IP-2: ISO/IEC 27001:2013 A.6.1.5, A.14.1.1, A.14.2.1, A.14.2.5 PR.IP-3: ISO/IEC 27001:2013 A.12.1.2, A.12.5.1, A.12.6.2, A.14.2.2, A.14.2.3, A.14.2.4 PR.IP-4: ISO/IEC 27001:2013 A.12.3.1, A.17.1.2A.17.1.3, A.18.1.3 PR.IP-5: ISO/IEC 27001:2013 A.11.1.4, A.11.2.1, A.11.2.2, A.11.2.3 PR.IP-6: ISO/IEC 27001:2013 A.8.2.3, A.8.3.1, A.8.3.2, A.11.2.7 PR.IP-7: No Mapping PR.IP-8: ISO/IEC 27001:2013 A.16.1.6 PR.IP-9: ISO/IEC 27001:2013 A.16.1.1, A.17.1.1, A.17.1.2 PR.IP-10: ISO/IEC 27001:2013 A.17.1.3 PR.IP-11: ISO/IEC 27001:2013 A.7.1.1, A.7.3.1, A.8.1.4 PR.IP-12: ISO/IEC 27001:2013 A.12.6.1, A.18.2.2</p>
	<p>Maintenance (PR.MA): Maintenance and repairs of industrial control and information system components are performed consistent with policies and procedures.</p>	<p>PR.MA-1: ISO/IEC 27001:2013 A.11.1.2, A.11.2.4, A.11.2.5 PR.MA-2: ISO/IEC 27001:2013 A.11.2.4, A.15.1.1, A.15.2.1</p>
	<p>Protective Technology (PR.PT): Technical security solutions are managed to ensure the security and resilience of systems and assets, consistent with related policies, procedures, and agreements.</p>	<p>PR.PT-1: ISO/IEC 27001:2013 A.12.4.1, A.12.4.2, A.12.4.3, A.12.4.4, A.12.7.1 PR.PT-2: ISO/IEC 27001:2013 A.8.2.2, A.8.2.3, A.8.3.1, A.8.3.3, A.11.2.9 PR.PT-3: ISO/IEC 27001:2013 A.9.1.2 PR.PT-4: ISO/IEC 27001:2013 A.13.1.1, A.13.2.1</p>
<p>DETECT (DE)</p>	<p>Anomalies and Events (DE.AE): Anomalous activity is detected and the potential impact of events is understood.</p>	<p>DE.AE-1: No Mapping DE.AE-2: ISO/IEC 27001:2013 A.16.1.1, A.16.1.4 DE.AE-3: No Mapping DE.AE-4: No Mapping DE.AE-5: No Mapping</p>
	<p>Security Continuous Monitoring (DE.CM): The information system and assets are monitored to identify cybersecurity events and verify the effectiveness of protective measures.</p>	<p>DE.CM-1: No Mapping DE.CM-2: No Mapping DE.CM-3: ISO/IEC 27001:2013 A.12.4.1 DE.CM-4: ISO/IEC 27001:2013 A.12.2.1 DE.CM-5: ISO/IEC 27001:2013 A.12.5.1 DE.CM-6: ISO/IEC 27001:2013 A.14.2.7, A.15.2.1 DE.CM-7: No Mapping DE.CM-8: ISO/IEC 27001:2013 A.12.6.1</p>
	<p>Detection Processes (DE.DP): Detection processes and procedures are maintained and tested to ensure awareness of anomalous events.</p>	<p>DE.DP-1: ISO/IEC 27001:2013 A.6.1.1 DE.DP-2: ISO/IEC 27001:2013 A.18.1.4 DE.DP-3: ISO/IEC 27001:2013 A.14.2.8 DE.DP-4: ISO/IEC 27001:2013 A.16.1.2 DE.DP-5: ISO/IEC 27001:2013 A.16.1.6</p>
<p>RESPOND (RS)</p>	<p>Response Planning (RS.RP): Response processes and procedures are executed and maintained, to ensure response to detected cybersecurity incidents.</p>	<p>RS.RP-1: ISO/IEC 27001:2013 A.16.1.5</p>
		<p>RS.CO-1: ISO/IEC 27001:2013 A.6.1.1, A.16.1.1 RS.CO-2: No Mapping</p>

Function	Category	Contractor Response
	Communications (RS.CO): Response activities are coordinated with internal and external stakeholders (e.g. external support from law enforcement agencies).	RS.CO-3: ISO/IEC 27001:2013 A.16.1.2 RS.CO-4: No Mapping RS.CO-5: No Mapping
	Analysis (RS.AN): Analysis is conducted to ensure effective response and support recovery activities.	RS.AN-1: ISO/IEC 27001:2013 A.12.4.1, A.12.4.3, A.16.1.5 RS.AN-2: ISO/IEC 27001:2013 A.16.1.6 RS.AN-3: ISO/IEC 27001:2013 A.16.1.7 RS.AN-4: ISO/IEC 27001:2013 A.16.1.4
	Mitigation (RS.MI): Activities are performed to prevent expansion of an event, mitigate its effects, and resolve the incident.	RS.MI-1: ISO/IEC 27001:2013 A.16.1.5 RS.MI-2: ISO/IEC 27001:2013 A.12.2.1, A.16.1.5 RS.MI-3: ISO/IEC 27001:2013 A.12.6.1
	Improvements (RS.IM): Organizational response activities are improved by incorporating lessons learned from current and previous detection/response activities.	RS.IM-1: ISO/IEC 27001:2013 A.16.1.6 RS.IM-2: No Mapping
RECOVER (RC)	Recovery Planning (RC.RP): Recovery processes and procedures are executed and maintained to ensure restoration of systems or assets affected by cybersecurity incidents.	RC.RP-1: ISO/IEC 27001:2013 A.16.1.5
	Improvements (RC.IM): Recovery planning and processes are improved by incorporating lessons learned into future activities.	RC.IM-1: No Mapping RC.IM-2: No Mapping ThoughtExchange includes lessons learned and opportunities for improvement in our disaster recovery plans.
	Communications (RC.CO): Restoration activities are coordinated with internal and external parties (e.g. coordinating centers, Internet Service Providers, owners of attacking systems, victims, other CSIRTs, and vendors).	RC.CO-1: No Mapping RC.CO-2: No Mapping RC.CO-3: No Mapping ThoughtExchange includes communication in our disaster recovery plans and incident response plans.

Certificate Of Completion

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Signer Events

Andrew Oh

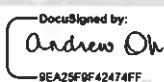
andrew.oh@thoughtexchange.com

CFO

Signing Group: TE Sales Signatory

Security Level: Email, Account Authentication (None)

Signature



Signature Adoption: Pre-selected Style

Using IP Address: 24.87.62.120

Signed using mobile

Timestamp

Sent: 4/11/2024 6:29:03 AM

Viewed: 4/11/2024 6:33:41 AM

Signed: 4/11/2024 6:33:50 AM

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent

Hashed/Encrypted

4/11/2024 6:29:03 AM

Certified Delivered

Security Checked

4/11/2024 6:33:41 AM

Signing Complete

Security Checked

4/11/2024 6:33:50 AM

Completed

Security Checked

4/11/2024 6:33:50 AM

Payment Events

Status

Timestamps