

## Support Data Exposure Risk Assessment (Self-Score)

Answer the following questions honestly to assess your exposure level.

### Yes / No Questions

- Can all agents see full transaction details by default?
- Are sensitive fields visible inside tickets?
- Do tickets store customer PII indefinitely?
- Are audit logs immutable and exportable?
- Can access be restricted by role and team?
- Is data redaction automated or manual?
- Are support actions traceable for audits?
- Is customer consent documented in support workflows?
- Are integrations governed by access policies?
- Can data access be reviewed historically?

### Scoring

- **0–3 Yes:** Low risk
- **4–6 Yes:** Medium risk
- **7+ Yes:** High risk

High-risk scores indicate urgent need for structural changes.