



Customer Privacy

Customer privacy is our highest priority. It is a requirement that all customers and employees using any of our DSS data systems abide by our information customer privacy guidelines.



Passwords & Sharing

Passwords for any of DSS data services must be strong, non-generic and most importantly be kept private. No generic password or password sharing will be allowed at any time.



Cyber Attacks

Viruses, Malware, Phishing, and other cyber-based attacks are a very real thing and each employee or user of any of our DSS data systems must take the necessary steps to protect customer data as well as their own.



ELT-4 Requirements

All users who require access to any of the DSS systems are required to fill out and sign an ELT-4 certificate before access can be granted.



Security and privacy concerns are a very real thing and we here at Dealer Support take it very seriously. We require all of our employees and customers using our digital systems to comply with the guidelines outlined in this brochure. If you have any questions or privacy concerns, please contact us.

Ken Woods
President

Contact Us

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DEALER SUPPORT

SECURITY AWARENESS GUIDELINES



Information Security

Comprehensive guide to the Dealer Support Services policies and procedures for protecting customer privacy and data.

Customer Privacy

Customer privacy is our highest priority. You may not share, print, publish, email or use any customer information (SSN, DOB, DL, Name, Address, etc.) in any way without that customer's expressed written consent.

Cyber Attacks & Security

All computers which access the DSS data system must be protected by a real-time virus and malware protection system. Each user must also take necessary precautions when opening any unsolicited email attachments from any unknown senders or emails which otherwise look suspicious.

ELT-4 Requirements

All users who require access to any of the DSS data systems are required to fill out and sign an ELT-4 certificate before access can be granted. Speak to your DSS representative for information on how to obtain, fill-out, and return your ELT-4 certificate to us.



Passwords & Sharing

Strong, non-generic passphrases containing a combination of at least fifteen characters (including upper and lower case letters), at least one special character, at least one number and at least one space must be used for all DSS data service logins. Furthermore, passwords may not be shared with anyone else (including friends, family and/or other employees) and can not be written down and stored in an unsecured location.

Passwords are your gateway into the DSS data services that you need to fulfill your business roles. Protect them as you would your bank account or credit card account passwords.

- ✓ Scan your computer for viruses and malware at least once per week.
- ✓ Never open an email attachment from anyone unless they are known to you and you are expecting it. Also never open any attachments that contain executable code (i.e. - .exe, .com, .bat, .vbs, .cs, etc.)
- ✓ Maintain a strong password on your computer and do not allow unauthorized users to access your computer without your supervision.
- ✓ Always ensure that your virus and malware software are current on their subscription and are always up-to-date.
- ✓ Ensure that you have automatic updates enabled on your computer and that you always have the latest updates and patches installed for your operating system.
- ✓ Ensure that your router and/or firewall firmware is up-to-date.

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