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**INDEPENDENT SERVICE AUDITOR'S REPORT SOC 3®
AT A SERVICE ORGANIZATION RELEVANT TO SECURITY**

As of August 31, 2020

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SECTION 1 – INDEPENDENT SERVICE AUDITOR’S REPORT

Independent Service Auditor's Report

To: Sauce Labs*Scope*

We have examined Sauce Labs ('the Company', or 'the Service Organization') accompanying assertion titled "Assertion of Sauce Labs Management" (assertion) that the controls within Sauce Labs Continuous Testing Cloud System at its San Francisco, Vancouver, Berlin and Warsaw locations (system) were effective as of August 31, 2020, to provide reasonable assurance that Sauce Labs service commitments and system requirements were achieved based on the trust services criteria relevant to security (applicable trust services criteria) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (AICPA, Trust Services Criteria)*.

Sauce Labs uses Amazon Web Services ('AWS') and Google Cloud Platform ('GCP') (collectively 'the Subservice Organizations') to provide Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) services. The description indicates that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls at Sauce Labs, to achieve Sauce Labs service commitments and system requirements based on the applicable trust services criteria. The description presents Sauce Labs controls, the applicable trust services criteria, and the types of complementary subservice organization controls assumed in the design of Sauce Labs controls. The description does not disclose the actual controls at the Subservice Organizations. Our examination did not include the services provided by the Subservice Organizations, and we have not evaluated the suitability of the design or operating effectiveness of such complementary subservice organization controls.

The description indicates that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at Sauce Labs, to achieve Sauce Labs service commitments and system requirements based on the applicable trust services criteria. The description presents Sauce Labs controls, the applicable trust services criteria, and the complementary user entity controls assumed in the design of Sauce Labs controls. Our examination did not include such complementary user entity controls and we have not evaluated the suitability of the design or operating effectiveness of such controls.

Service Organization's Responsibilities

Sauce Labs is responsible for its service commitments and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that Sauce Labs service commitments and system requirements were achieved. Sauce Labs has also provided the accompanying assertion about the effectiveness of controls within the system. When preparing its assertion, Sauce Labs is responsible for selecting, and identifying in its assertion, the applicable trust service criteria and for having a reasonable basis for its assertion by performing an assessment of the effectiveness of the controls within the system.

Service Auditor's Responsibilities

Our responsibility is to express an opinion, based on our examination, on whether management's assertion that controls within the system were effective throughout the period to provide reasonable assurance that the Service Organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform our examination to obtain reasonable assurance about whether management's assertion is fairly stated, in all material respects. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Our examination included:

- Obtaining an understanding of the system and the Service Organization’s service commitments and system requirements
- Assessing the risks that controls were not effective to achieve Sauce Labs service commitments and system requirements based on the applicable trust services criteria
- Performing procedures to obtain evidence about whether controls within the system were effective to achieve Sauce Labs service commitments and system requirements based on the applicable trust services criteria

Our examination also included performing such other procedures as we considered necessary in the circumstances.

Inherent Limitations

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls.

Because of their nature, controls may not always operate effectively to provide reasonable assurance that the Service Organization’s service commitments and system requirements were achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the effectiveness of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

In our opinion, management’s assertion that the controls within Sauce Labs Continuous Testing Cloud System were effective as of August 31, 2020, to provide reasonable assurance that Sauce Labs service commitments and system requirements were achieved based on the applicable trust services criteria is fairly stated, in all material respects.

AARC-360

Alpharetta, Georgia
September 11, 2020



SECTION 2 – ASSERTION OF SAUCE LABS MANAGEMENT



Assertion of Sauce Labs Management

September 11, 2020

We are responsible for designing, implementing, operating, and maintaining effective controls within Sauce Labs ('the Company', or 'the Service Organization') Continuous Testing Cloud System at its San Francisco, Vancouver, Berlin and Warsaw locations (system) as of August 31, 2020, to provide reasonable assurance that Sauce Labs service commitments and system requirements relevant to security were achieved. Our description of the boundaries of the system is presented in Section 3 and identifies the aspects of the system covered by our assertion.

Sauce Labs uses Amazon Web Services ('AWS') and Google Cloud Platform ('GCP') (collectively 'the Subservice Organizations) to provide Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) services. The description indicates that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls at Sauce Labs, to achieve Sauce Labs service commitments and system requirements based on the applicable trust services criteria. The description presents Sauce Labs controls, the applicable trust services criteria, and the types of complementary subservice organization controls assumed in the design of Sauce Labs controls. The description does not disclose the actual controls at the Subservice Organizations.

The description indicates that complementary user entity controls that are suitably designed and operating effectively are necessary, along with controls at Sauce Labs, to achieve Sauce Labs service commitments and system requirements based on the applicable trust services criteria. The description presents Sauce Labs controls, the applicable trust services criteria, and the complementary user entity controls assumed in the design of Sauce Labs controls.

We have performed an evaluation of the effectiveness of the controls within the system as of August 31, 2020, to provide reasonable assurance that Sauce Labs service commitments and system requirements were achieved based on the trust services criteria relevant to security (applicable trust services criteria) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (AICPA, Trust Services Criteria)*. Sauce Labs objectives for the system in applying the applicable trust services criteria are embodied in its service commitments and system requirements relevant to the applicable trust services criteria. The principal service commitments and system requirements related to the applicable trust services criteria are presented in Section 4.

There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. Because of these inherent limitations, a service organization may achieve reasonable, but not absolute, assurance that its service commitments and system requirements are achieved.

We assert that the controls within the system were effective as of August 31, 2020, to provide reasonable assurance that Sauce Labs service commitments and system requirements were achieved based on the applicable trust services criteria.

A handwritten signature in black ink, appearing to read "Justin Dolly", written over a horizontal line.

Justin Dolly
CSO
Sauce Labs

SECTION 3 – SAUCE LABS DESCRIPTION OF THE BOUNDARIES OF CONTINUOUS TESTING CLOUD SYSTEM SERVICES

Sauce Labs Description of the Boundaries of Continuous Testing Cloud System

Company Background

Founded in 2008 and headquartered in San Francisco, CA, Sauce Labs provides a cloud-based platform for the testing of website and mobile applications.

Sauce Labs customers span the Financial Services, Retail, Media & Entertainment, Technology, Hospitality, Healthcare, and Government sectors.

The Sauce Labs core offering is its Software as a Service (SaaS) Continuous Testing Cloud. This cloud-based platform provides Quality Assurance teams and software developers the ability to perform automated and manual user interface (UI) tests on a wide variety of operating systems, browser versions, and mobile devices. Cross-browser and cross-platform testing are critical to ensuring that the websites and applications developed by Sauce Labs customers deliver a high-quality user experience by ensuring that web and mobile applications look, function, and perform exactly as they should on every browser, OS, and device, every single time.

Overview of Services Provided

The Sauce Labs Continuous Testing Cloud provides a secure and scalable cloud computing platform for testing web and mobile applications using both real and virtual devices.

Sauce Labs is pursuing the Security Trust Principle as part of SOC 2. The focus of this business summary will be to demonstrate that prospective customers and technology professionals focused on cloud security should look to leverage Sauce Labs as a hosted automated and manual software testing platform.

Sauce Labs provides both a real device cloud (RDC) and a virtual device cloud (VDC) for testing digital applications. Both the RDC and VDC are multi-tenant public clouds deployed across multiple data centers globally. Global support is provided by a 24/7 Operations and Customer Support Team. Sauce Labs Continuous Testing Cloud is “always on”.

Infrastructure

Sauce Labs ensures that customer websites and mobile apps work flawlessly on every browser, OS, and device. The company’s Continuous Testing Cloud helps organizations accelerate software development cycles, improve application quality, and deploy with confidence across hundreds of browser / OS platforms, including Windows, Linux, iOS, Android & Mac OS X. Optimized for Continuous Integration (CI), Continuous Delivery (CD), and DevOps, the Sauce Labs platform is designed to help ensure the highest level of security.

Cross-Browser Web Testing

Sauce Labs gives users the ability to run manual and automated functional tests written with Selenium and Appium across more than 800 browser and OS combinations. The platform eliminates the need to build and maintain an on-premise test grid and provides the ability to run cross-browser tests in parallel, significantly reducing the time it takes to execute these tests. Results can be analyzed using videos, screenshots, log files, and Test Analytics to quickly identify test patterns and resolve defects, enabling faster release cycles.

Mobile App Testing

Sauce Labs users can test mobile native, hybrid, and web apps across real devices as well as hundreds of iOS simulators and Android emulators. Mobile app tests can be conducted manually (“live” testing) to spot-check issues, or automated using the Appium, Espresso, or XCUITest test frameworks. Mobile tests can be run on a public real device cloud across thousands of devices, or on a private cloud, with unique devices dedicated to individual customers.

Headless Testing

Cross-browser testing on virtual machines is useful for uncovering unexpected behaviors for specific browser and operating system combinations. Headless testing, however, is run without the browser's graphical user interface and is more useful for (a) testing specific application components, (b) obtaining rapid test feedback, or (c) when you want to quickly and efficiently scale the number of tests you are running. Sauce Labs uses a container-based architecture to host the headless browsers, resulting in fast spin-up times and low network communications latency.

All database access is managed through an object relational and service application model. Users are assigned a unique ID and access key. Data access is limited to data associated with a specific account.

CONNECTIVITY OPTIONS

Sauce Labs supports two connection options - IPsec VPN or TLS-protected proxy connections using Sauce Connect local client. The following sections provide a brief overview.

Sauce Connect Proxy and IPsec VPN solve the same problem, which is to establish a secure connection between applications hosted on an internal server and the Sauce Labs virtual machines or real devices that are used for testing. The difference is that IPsec VPN is based on an industry-standard, while Sauce Connect Proxy is based on a proprietary protocol that runs over TLS. Sauce Connect Proxy is available for use by any Sauce Labs account, while IPsec VPN is a feature that requires an additional fee.

Sauce Connect Proxy

Sauce Connect Proxy™ is a proxy server that opens a secure connection between a Sauce Labs virtual machine running the browser tests, and an application or website you want to test that it is on the local machine or behind a corporate firewall. Sauce Connect is not required to run tests with Sauce Labs, but only in situations where the website or application you want to test is not publicly accessible. It is strongly recommended that you work with a network engineer to install Sauce Connect, as network architectures can be complex.

IPSEC VPN

IPsec VPN allows test virtual machines in the Sauce Labs network to access application servers in customer's private networks. However, IPsec VPN does not allow application servers to access Sauce test VMs. The solution consists of two components, a VPN connection between two IPsec gateways, and a tunnel gateway.

The tunnel gateway is always on for the lifetime of the IPsec VPN connection and plays an important role in DNS resolution, routing, and security. The tunnel gateway runs a firewall and only authorized test VMs are allowed to connect through the firewall. Authorized test VMs include:

- Test VMs created by the IPsec VPN tunnel owner
- Test VMs created by accounts with which the tunnel is shared
- All incoming connections from test VMs are blocked. The firewall allows these ports and protocols through the IPsec VPN connection.

DATA CENTER SECURITY

Sauce Labs leverages multiple data center locations across the United States and Europe. These regions span multiple continents to support Sauce Labs customers' privacy requirements as well as providing high-availability and low-latency response time. Sauce Labs also operates within a hybrid-cloud model utilizing multiple cloud providers. Data center partners restrict access to premises, provide surveillance and secure cages for Sauce Labs infrastructure.

People

Organizational Structure and Assignment of Authority and Responsibility

Sauce Labs organizational structure provides the framework within which its activities for achieving company-wide objectives are planned, executed, controlled and monitored. In addition, Sauce Labs has established an organizational structure that includes consideration for key areas of authority and responsibility, as well as appropriate lines of reporting.

The organizational structure is available online in the BambooHR system for all employees at any time to understand the reporting relationships within teams and organizations right up to the Executive Team.

The organization chart is approved by the CEO and reviewed on an annual basis as part of the management meetings. The Executive Management Team reviews the Organizational Structure on a quarterly basis and determines when to make changes to the organizational structure, reporting lines and responsibilities, as part of its business planning and management processes.

Organizational changes are approved by the CEO and updated in BambooHR by the People Team/HR. Major changes are communicated to the managers and employees in a variety of ways: via an All Hands Company Meeting (via Zoom), via email to “Sauce All” distribution (Gmail Suite), and via a Slack message to the “All Sauce” distribution. Changes to the Executive Team are generally accompanied by various press releases and coordinated by the marketing department’s Internal Communications team.

Sauce Labs has a staff of approximately 275 employees organized in the following functional areas.

Below is the organization chart. All employees have access to BambooHR and can review all organization charts in Sauce Labs.



Chief Executive Officer (CEO): The Sauce Labs CEO oversees all Executive Team members, is a member of the Sauce Labs Board of Directors, and reports to the Chairman of the Board. The CEO is based in San Francisco.

Chief Financial Officer (CFO): The Sauce Labs CFO is responsible for all financial reporting to the Board of Directors. On an annual basis, the CFO oversees the financial audit with a ‘Big 4’ audit firm. The CFO is responsible for financial strategic and tactical matters, including budget management, cost-benefit analysis, forecasting needs, and the implementation of all financial regulations applicable to Sauce Labs. A direct report to the CFO is the EU Controller, based in Berlin who oversees all Financial Planning & Analysis for the EU offices (Berlin and Warsaw) and home-based employees. The CFO is based in San Francisco.

Chief Security Officer (CSO): The Sauce Labs CSO is responsible for the security of Infrastructure, Products, and Services of the Sauce Continuous Testing Cloud and for all matters relating to Information Security. The Infrastructure Team is largely remote with full-time employees assigned to the data centers in San Jose, CA, and Berlin, Germany. The CSO also oversees the IT Department with employees assigned to geographic regions. The Security Team is remote. The CSO is based in San Francisco.

Chief Technology Officer (CTO): The Sauce Labs CTO oversees Engineering Teams at Sauce, oversees the Open Source Program Office, and is responsible for overseeing core research, and technological and strategic insights. Engineering Teams are located in Sauce Labs offices in San Francisco, Vancouver, Berlin, Warsaw, and also from home offices around the globe. The CTO is based in San Francisco.

Chief Product Officer (CPO): The Sauce Labs CPO works in partnership with the CSO and CTO to define the product roadmap and with Sales and Marketing to validate competitive forces. The Product Team is responsible for defining the long-term product strategy and monitoring alignment with the Sauce Labs corporate strategy. The CPO is based in San Francisco.

Chief Revenue Officer (CRO): The Sauce Labs CRO oversees all Field related functions including Enterprise Sales, Business Development/Partner Sales, Sales Engineers, Solution Architects, Customer Success, and Customer Support. The CRO assesses opportunities, develops account plans, assists with contract negotiations, and after-sales account focus for top accounts. Sales has geographic representation at the VP level in EMEA and North America to streamline reporting to the CRO. The CRO is based in San Francisco.

Chief Marketing Officer (CMO): The Sauce Labs CMO oversees all Marketing Communications, Product Marketing Management, Marketing Operations, Public Relations, and Marketing Events. The Marketing Operations team works with the General Counsel to help ensure all data collection and outbound marketing efforts comply with local, national, and international privacy and data compliance laws and regulations. Resources are based in San Francisco and Berlin along with home-based employees. The CMO is based in San Francisco.

General Counsel: The Sauce Labs General Counsel oversees all legal and compliance-related matters, including review of contracts with customers and suppliers, compliance with privacy and other applicable laws and regulations, protection of intellectual property, corporate financing and strategic transactions, corporate governance, and ensuring appropriate legal advice is provided as needed to functional teams and business units within Sauce Labs. General Counsel and staff are based in San Francisco.

People Team/HR: The Sauce Labs HR department is responsible for overseeing all global HR managers and ensuring compliance with local regulations. Recruiting, benefits, training, and development are within the scope of the People Team. The People Team is distributed across offices in San Francisco, Vancouver, and Berlin.

Executive Assistant (EA): Reporting directly to the CEO, the EA also has responsibility for cross-team coordination for the offices in Vancouver, Warsaw, and Berlin. The EA is based in San Francisco.

Data

Sauce Labs receives two categories of data from its customers.

The first category consists of data about customers' access to and use of the Sauce Labs service and may include information about the specific customer employees or contractors that use the Sauce Labs service. This data is referred to as "account information".

The second category consists of the data that customers upload to the service or applications, and the reports, logs, and other artifacts of such testing that are generated by the Sauce Labs service.

The Sauce Labs service operates by processing what a user's computer or device would process when accessing and using a web or native mobile application, which typically includes the customer's compiled web application rendered in a browser or executable native mobile application installed in a real or virtual device, and the test script or commands and data inputs to manipulate the browser or application that is being tested, to mimic user behavior.

The Sauce Labs service also generates artifacts from tests that are run, including images and videos of the application as the test is conducted, and reports, logs, and analysis of the test results. This data is referred to as “test data” or “customer data”. In general, test data need not and should not include any sensitive or personal data regarding customer personnel, customers, end-users, or other third parties.

The Sauce Labs service is a test execution environment and is not intended as a production environment or “system of record” for any customer data (beyond data related to the tests themselves). All test logs from Sauce Labs infrastructure and cloud are kept for 30 days in Sumo. Images and videos of applications being tested, and related reports and analysis, remain and customers have access to and the ability to manually delete any or all such data at any time.

Processes and Procedures

Sauce Labs has implemented and maintains a data privacy compliance program intended to comply with applicable requirements of the GDPR. Among other things, Sauce Labs:

- Maintain policies, procedures, and protocols to help ensure that Sauce Labs only processes personal data lawfully, fairly, transparently, and in accordance with other privacy standards set forth in the GDPR;
- Select vendors that have implemented robust data protection measures and execute data processing and sub-processing agreements with them as appropriate (these documents are referred to as Data Protection Standards (for CCPA purposes) and Data Protection Agreement (for GDPR purposes) and are maintained by the Sauce Legal Team);
- Offer assistance to customers to give effect to data subject rights and comply with relevant requirements under the GDPR as appropriate;
- Design the services and internal systems with data privacy principles in mind; and,
- Implement and maintain reasonable and appropriate technical, physical, and organizational security measures to protect the data that is process.

EU GDPR / Data Residency

Sauce Labs works with customers to help ensure, to the extent applicable, that an appropriate mechanism is implemented to legitimate transfers of personal data outside of the European Union. Sauce Labs offers EU customers service from data centers and storage infrastructure located in Europe, which avoids the need to transfer customers’ raw test data (including any personal data therein) outside of the EU.

All deployments are supported by a global support team with personnel in the U.S. and Europe, and account information is also generally transferred to the U.S.

**SECTION 4 – SAUCE LABS PRINCIPAL SERVICE COMMITMENTS AND SYSTEM
REQUIREMENTS**

Sauce Labs Principal Service Commitments and System Requirements

Sauce Labs designs its processes and procedures related to Sauce Labs to meet its objectives for its Continuous Testing Cloud System. Those objectives are based on the service commitments that Sauce Labs makes to user entities, the laws and regulations that govern the provision of Continuous Testing Cloud System and the financial, operational and compliance requirements that Sauce Labs has established for the services. The Continuous Testing Cloud System of Sauce Labs are subject to the security and privacy requirements of the <<specify any applicable regulations as necessary>>, as amended, including relevant regulations, as well as state privacy security laws and regulations in the jurisdictions in which Sauce Labs operates.

Security commitments to user entities are documented and communicated in Service Level Agreements (SLAs) and other customer agreements, as well as in the description of the service offering provided online. Security commitments are standardized and include, but are not limited to, the following:

- Security principles within the fundamental designs of the Continuous Testing Cloud System that are designed to permit system users to access the information they need based on their role in the system while restricting them from accessing information not needed for their role
- Use of encryption technologies to protect customer data both at rest and in transit

Sauce Labs establishes operational requirements that support the achievement of security commitments, relevant laws and regulations, and other system requirements. Such requirements are communicated in Sauce Labs system policies and procedures, system design documentation, and contracts with customers. Information security policies define an organization-wide approach to how systems and data are protected. These include policies around how the service is designed and developed, how the system is operated, how the internal business systems and networks are managed, and how employees are hired and trained. In addition to these policies, standard operating procedures have been documented on how to carry out specific manual and automated processes required in the operation and development of the Continuous Testing Cloud System.

Complementary Subservice Organization Controls (CSOCs)

Sauce Labs utilizes subservicing organizations to perform certain key operating functions for the Sauce Labs Continuous Testing Cloud. The accompanying description of controls includes only those policies, procedures, and controls at Sauce Labs, and does not extend to policies, procedures, and controls at the Subservice Organizations. Sauce Labs uses the following subservice organizations to deliver portions of its Continuous Testing Cloud System.

Subservice Organizations

The Sauce Labs Continuous Testing Cloud System is built on top of Infrastructure as a Service (IAAS) and Platform as a Service (PaaS) products provided by Amazon Web Services (AWS) and Google Cloud Platform (GCP). AWS and GCP both undergo their own rigorous audit processes to include an annual AICPA based SOC 2 audit and are examined annually by Sauce Labs. It is expected that each Subservice Organization has implemented the following types of controls to support the associated criteria.

It is not feasible for the control objectives related to Sauce Labs Continuous Testing Cloud System to be achieved solely by Sauce Labs. Sauce Labs has considered the related complementary subservice organization controls expected to be implemented at the subservice organization. These requirements are described below and are deemed critical to ensuring the security of the Sauce Labs Continuous Testing Cloud System, customer SLAs and internal uptime goals.

Expectations by Sauce Labs for AWS and GCP		Related Criteria
1.	Computer Subservice Organization is responsible for enabling security and monitoring tools within the production environment.	CC6
2.	Computer Subservice Organization is responsible for notifying Sauce Labs Service Organization of any security incidents related to security over the servers and other hardware devices upon which the Sauce Labs Continuous Testing Cloud System is hosted.	CC7
3.	Computer Subservice Organization is responsible for maintaining physical security over its data center in which the servers used to host the Sauce Labs Continuous Testing Cloud System are housed.	CC6
4.	Implement logical access security measures to infrastructure components including native security or security software and appropriate configuration settings.	CC6
5.	Restrict access to the virtual and physical servers, software, firewalls, and physical storage to authorized individuals and to review the list of users and permissions on a regular basis.	CC6
6.	Implement controls to: <ul style="list-style-type: none"> • Provision access only to authorized persons • Remove access when no longer appropriate • Secure the facilities to permit access only to authorized personnel • Monitor access to facilities 	CC6
7.	Be consistent with defined system security as it relates to the design, acquisition, implementation, configuration modification, and management of infrastructure and software.	CC8
8.	Maintain system components, including configurations consistent with the defined security policies.	CC7
9.	Provide that only authorized tested and documented changes are made to the system.	CC8
10.	Implement and maintain procedures and measures that are consistent with the risk assessment to protect the system against potential risks (e.g. environmental risks, natural disasters, and routine operational errors and omissions) that might impair Sauce Labs system integrity.	CC3

Complementary User Entity Controls

Certain criteria specified in the description can be achieved only if complementary user entity controls contemplated in the design of Sauce Labs controls are suitably designed and operating effectively, along with related controls at Sauce Labs. Complementary User Entity Controls are specific user controls or issues each Sauce Labs client organization should implement or address respectively in order to achieve the applicable criteria identified in this report. These considerations are not necessarily a comprehensive list of all internal controls that should be employed by user entities, nor do they represent procedures that may be necessary in all circumstances.

1. User entities are responsible for understanding and complying with their contractual obligations to Sauce Labs.
2. User entities are responsible for notifying Sauce Labs of changes made to technical or administrative contact information.
3. User entities are responsible for maintaining their own system(s) of record.
4. User entities are responsible for ensuring the supervision, management, and control of the use of Sauce Labs services by their personnel.
5. User entities are responsible for developing their own disaster recovery and business continuity plans that address the inability to access or utilize Sauce Labs services.
6. User entities are responsible for ensuring that user IDs and passwords are assigned to only authorized individuals.

7. User entities are responsible for ensuring that data submitted to Sauce Labs is complete, accurate, and timely.
8. Standards and processes are in place for user entities to follow for security and industry guidelines.