

# What to Ask Before Hiring a Screening Vendor

## for Asia-Pacific

A Practical Guide for HR, Compliance & Risk Leaders


9 critical questions covering compliance, verification scope, localization, quality control, adverse findings, governance, data security, scalability, and strategic partnership.

# Choosing the right background screening vendor in Asia demands more than comparing price and turnaround time.

Failure to assess vendor capability across these areas creates measurable legal, operational, and reputational exposure.

 Regulatory Fines

 Bad Hire Decisions

 Data Breaches

Covers 9 critical evaluation questions →

Q01–Q03

## Compliance

- Country-specific legal frameworks & consent rules
- Cross-border data transfer obligations
- Differences: Singapore, HK, China, India

Q04–Q05

## Quality & Adverse Findings

- Human + technology QC control points
- Discrepancy categorization & escalation
- Structured, defensible reporting (not data dumps)

Q06–Q09

## Governance & Security

- ISO certifications & security framework
- Data encryption, access controls & retention
- Breach notification & multi-country scalability

# 9 Critical Questions to Ask Any Vendor

*Evaluate these areas before signing any screening contract*

**01**

## **Compliance**

Per-country legal framework

**02**

## **Verification Scope**

What's actually permissible?

**03**

## **Localization**

Local ops vs. US-centric model

**04**

## **Quality Control**

Human + tech review process

**05**

## **Adverse Findings**

Categorization & escalation

**06**

## **Governance**

Certifications & security audits

**07**

## **Data Security**

Encryption, access, retention

**08**

## **Scalability**

Multi-country consistency

**09**

## **Strategic Value**

Vendor vs. risk partner

## Q01

### Are You Compliant in Every Country You Operate In?

*! Laws vary dramatically — SG, HK, China & India each have distinct frameworks.*

## Q02

### What Can Actually Be Verified — and What Cannot?

*! Trustworthy vendors explain limitations clearly — they don't oversell capability.*

#### ASK ABOUT:

- What laws govern screening in each country?
- How is candidate consent obtained and recorded?
- Are all checks conducted within legal limitations?
- How are cross-border data transfers handled?
- Can you provide country-specific compliance explanations?

#### ASK ABOUT:

- What checks are legally permissible per jurisdiction?
- Are data sources primary (official) or secondary (database)?
- Are criminal record checks official government sources?
- Are education checks conducted directly with institutions?
- Do you document when a check cannot be completed and why?

Q03

## Is Your Screening Model Localized or US-Centric?

*⚠ Many global firms apply US-style models across Asia — causing compliance failures.*

Q04

## What Is Your Quality Control Process?

*⚠ Speed without accuracy is not efficiency — it's risk. Automation alone is insufficient.*

ASK ABOUT:

- Do you have in-country operations or verified local partners?
- Are verifications conducted in the local language?
- How are cultural nuances in employment references managed?
- Can you give examples of Asia-specific compliance adaptations?
- How do you handle jurisdictions with restricted data access?

ASK ABOUT:

- Is screening fully automated, or are humans involved at control points?
- At what stages does human review occur in your workflow?
- How are anomalies, gaps, or discrepancies escalated?
- What is your documented QC framework and error rate?
- How do you handle incomplete or unverifiable information?

## Q05

### How Do You Handle Adverse Findings?

*⚠️ Incorrect handling of discrepancies exposes employers to legal disputes and litigation.*

## Q06

### What Certifications & Governance Standards Do You Hold?

*📌 A screening vendor operating without enterprise-grade governance transfers risk to you.*

#### ASK ABOUT:

- How are discrepancies categorized — minor, major, unverifiable?
- Do you provide context and explanation, or only raw data?
- Do you support adverse action notification processes?
- How are full verification audit trails documented and stored?
- Can reports be used as evidence in a hiring dispute?

#### ASK ABOUT:

- Are you ISO certified? Which standard and scope?
- What information security framework do you follow (ISO 27001)?
- How is internal data access controlled and audited?
- Do you conduct independent penetration testing? How often?
- What is your breach notification process and SLA?

## Q07

# What Is Your Data Security Architecture?

*! A vendor's security controls become your organization's risk — not just theirs.*

## Q08

# How Do You Scale Across Multiple Countries?

*! Hiring across 5–15 Asian jurisdictions multiplies legal and operational complexity.*

### ASK ABOUT:

- Is candidate data encrypted in transit and at rest?
- Who internally has access to candidate data, and why?
- What is your data retention and deletion policy?
- Where is data hosted — and are cross-border transfers involved?
- How are data access logs monitored and reviewed?

### ASK ABOUT:

- Can you centrally manage a multi-country screening program?
- Do you standardize reporting formats across all jurisdictions?
- How do you align turnaround SLAs across different countries?
- Is there a single point of contact for regional account management?
- How does your model scale as our hiring volumes increase?

## Question 09

# Are You a Vendor — or a Risk Partner?

*This is the most important question you can ask.*

### ORDER PROCESSOR

Transactional Vendor

- Accepts and processes screening orders
- Delivers standard reports on completion
- No input on policy or risk design
- Reactive to client instructions only
- No alerts on regulatory changes

### RISK PARTNER

Strategic Provider

- Advises on screening policy design
- Recommends jurisdiction-appropriate checks
- Proactively alerts on compliance changes
- Supports risk mitigation discussions
- Helps build defensible hiring frameworks

*Background screening is not an administrative checkbox — it is a risk management function.*

# Red Flags: When to Walk Away

*Be cautious — and consider switching vendors — if you observe any of the following:*

✗ Promises global coverage without jurisdiction-level detail or explanation

✗ Guarantees unrealistic turnaround across complex or restricted countries

✗ Avoids or deflects when asked about legal limitations on screening

✗ Cannot clearly explain the compliance framework in each target country

✗ Limited knowledge of local background check laws and regulatory practices

## Final Takeaway

*"The real question is not who is cheapest. It is who can support compliant, defensible, and well-governed hiring decisions across Asia."*

*Choosing on cost alone may expose your organization to:*



**Inaccurate  
Hiring Decisions**



**Regulatory  
Fines & Penalties**



**Data Protection  
Breaches**

*Learn more & evaluate your current vendor:*

**[eecheck.com/background-screening-vendor-questions-asia](https://eecheck.com/background-screening-vendor-questions-asia)**