Onboarding Guidelines:
Identity and Security Assessment

Overview

As part of our obligations under the EU Digital Markets Act and Data Act, users can request to share their eligible Amazon data with authorized third parties (**3P**) through the Amazon Data Portability API.

To protect user trust and comply with applicable laws, including data protection laws, we use a three-stage **Identity and Security Assessment** to verify your Application and enable users to confidently share different categories of data with you via our API.

These Onboarding Guidelines provide a step-by-step walkthrough to help you complete the assessment and get verified as a 3P for API access.

Stage One: Identity Verification
Verification of your business identity to ensure you operate a legitimate business.

Stage Two: Business Offering & Privacy Review
Review of your business offering and data privacy practices. Following completion of this stage, users can share **Category 1** data types with your Application.

Stage Three: Security Onboarding Review
Verification of your Application's data security protections. Following completion of this stage, users can share **Category 2** and/or **Category 3** data types with your Application (depending on your specific request).

See **Data Portability Data Categories** for details of the data types included in each category.

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Identity Verification

Identity Verification Process

To start, submit your identity verification request in the **Amazon Developer** workspace. You will need the following documents:

> Company name and address

> Name of the business owner or legal representative

> E-Mail address

> A valid, government-issued business license

Once submitted, we will verify your identity in **3 steps**.

Step 1: Business License Verification

We verify that you hold a valid, government-issued license to operate legally in your jurisdiction. This includes checking official registries and confirming key details such as your business name, registration number, name of the business owner or legal representative, and license validity period.

Step 2: Denied Party Screening

To maintain a secure and trusted environment for users, we check that your business is not listed on any denied or restricted party lists and does not operate in sanctioned countries or restricted regions. This is a legal requirement and helps protect user data and devices.

What happens:

1. We screen your business against official denied party lists
2. If your business is identified as a denied 3P, we cannot proceed with onboarding. For security reasons, we do not disclose investigation outcomes.

Timeline: Once we have all required information, we will complete **Business Licence Verification** and **Denied Party Screening within 7 days.** We may contact you for further clarification if needed.

Identity Verification

Step 3: Instant Identity Verification

After completing Business Licence Verification and Denied Party Screening, you will receive an invitation in the **Amazon Developer** workspace and by email to complete Instant Identity Verification.

This step ensures that the person managing your request is genuinely associated with your business and helps maintain a secure environment for users.
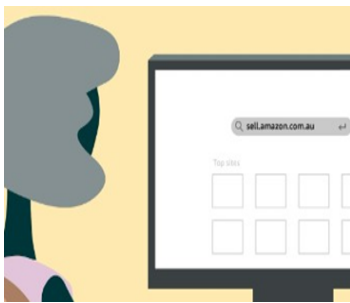
You will need the following:

1. Laptop, desktop computer or a mobile phone with a front-facing camera

2. Compatible Browser (Chrome or Safari) with access camera and microphone permissions enabled

3. Original valid government-issued photo ID document

How it works: Use your device's camera to capture images of your face and business license document. We use advanced forgery detection, facial recognition, and liveness detection technology to confirm your documents are authentic and belong to you.

Timeline: Once you complete this step, Amazon will review your information **within 3 days**. We may contact you for further clarification if needed.

You can close the browser tab after submission and check the status of your request anytime in the **Amazon Developer** workspace.

Identity Verification

Identity Verification FAQs

1. When will my case be reviewed?

Amazon will start reviewing your case **within 3 days** of receiving it.

2. How long do I have to resubmit documents?

If we request that you resubmit any documents, you will h**ave 14 days** to do so. If we do not receive your documents within this timeframe, your onboarding request will be closed.

3. Who can I contact for help?

You may contact us at any time by replying to your onboarding request case in the **Amazon Developer** workspace. We will respond **within 7 days**.

4. Can I withdraw from the process?

Yes. Reply to your onboarding request case in the **Amazon Developer** workspace and let us know you no longer wish to proceed with API onboarding.

5. How long does verification take?

Once we have all required information, we will complete Business Licence checks and Denied Party Screening checks and send your Instant Identity Verification invite **within 7 days**.

6. How quickly will my Instant Identity Verification be reviewed?

After you complete Instant Identify Verification, we will review and approve or deny the results **within 3 days**.

Business Offering & Privacy Review

Business Offering & Privacy Review Process

After your identity is verified, you'll be invited to complete the Business Offering & Privacy Review in the Amazon Developer workspace.

This step helps us understand how your Application handles user data obtained via the Amazon Data Portability API. The questions vary depending on the data categories you've requested (Category 2 and/or Category 3).

Your responses are reviewed on a case-by-case basis to ensure our review is proportionate to the level of potential risk.

Business Offering & Privacy Review FAQs

1. **How long will it take to review my responses?**

We will review your submission and either progress your Application or request further information **within 7 days**.

2. **Will I need to complete this review more than once?**

You must update the review every time your data handling practices change for data obtained through the Amazon Data Portability API.

3. **Who can I contact for help?**

You may contact us anytime by replying to your onboarding request case in the Amazon Developer workspace. We will respond **within 7 days**.

4. **Can I withdraw from the process?**

Yes. Reply to your onboarding request case in the Amazon Developer workspace and let us know you no longer wish to proceed with API onboarding.

Security Onboarding Review

Security Onboarding Review

After completing Identity Verification and the Business Offering & Privacy Review, you will be invited to complete our Security Onboarding Review (**SOR**) in the **Third-Party Security** (**TPS**) portal.
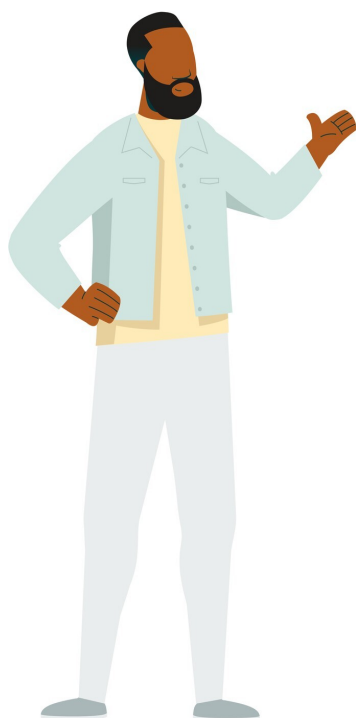
How it works:

1. Log in to the TPS portal using the registration email we send you.

2. Complete the Security Questionnaire and upload the requested evidence. You can invite collaborators to help you with your assessment.

3. Add any additional context in the "Additional follow-up" sections if needed.

Timeline: Amazon Security Assessors will review your submission and may request additional information or issue "findings" for remediation. Once the SOR process is completed, continue with **LWA Security Profile** creation.

You can ask for assistance through the TPS Portal at any time.

For detailed guidance on using the **TPS** portal, see our **FAQ and User Guide**. You can also find answers to the most common queries relating to our 3P security assessments in the **Self-service FAQs section**.

Security Onboarding Review

Security Onboarding Review FAQs

1. **When will my case be reviewed?**

Once your case is received, Amazon will start reviewing **within 1 business day.**

2. **How long does the SOR take?**

Once you have completed the security questionnaire on the TPS portal, we will review **within 3 business days**. If we need further information from you, you can upload it via the TPS portal.

3. **When is the SOR process complete?**

The SOR process is complete once all of security requirements are met and any identified risks are resolved.

4. **What if I fail to meet the security requirements?**

You will be notified via email and the TPS portal that we are unable to grant access to our Data Portability API, explaining the reasons why. You can appeal and reopen your request anytime by remediating any issues and providing the relevant updated information. We'll respond **within 3 business days** of your response.

5. **How does Amazon assess 3P security risks?**

We review your responses and evidence in the TPS portal and conduct a risk-based assessment, working with you to resolve any critical issues to protect your Application and users.

6. **Who can I contact for help?**

During the SOR, you can contact Amazon anytime through the TPS Consultation portal. If your question isn't addressed in the **Self-service FAQs section**, create a general TPS consultation. Amazon will respond **within 3 business days**.

7. **Can I withdraw from the process?**

Yes. Reply to your onboarding request case in the **Amazon Developer** workspace and let us know you no longer wish to proceed with API onboarding.

8. **Who do I contact for allowlisting and integration?**

Use the "Contact Us" form in the **Amazon Developer** workspace, choosing the "Amazon Data Portability" category and "Allow listing & Integration Updates" topic.