



## **GDPR INFORMATION SECURITY MANAGEMENT SYSTEM – CUSTOMER ADVICE**

### **Introduction**

All Square has a responsibility to protect all client, corporate and all other information in accordance with the General Data Protection Regulation (GDPR) 2016. We are required to monitor all information being transferred by our employees to the public and all other organisations. Any transferal of data will be done in accordance with this policy.

### **Scope**

This policy applies across All Square such that staff will be made aware through training, general refresher training and through documentation. No employee will be exempt from this policy.

### **Data security:**

It is All Square's policy to comply with all laws regulating computers and data protection. We minimise exposure to risk by adopting robust practices regarding the use of data or inappropriate, or illegal use of software.

Our employees are only permitted to use All Square's computer facilities to perform their job functions. We allow a restricted personal use policy with strict accountability.

To protect our client data our staff are expected to keep their personal password confidential at all times and must never share or divulge their personal password to any unauthorised person.

Staff are only authorised to use systems and have access to information relevant to their job and know that they should neither seek information nor use systems outside of their job function.

Software issued by All Square is licensed to All Square and is protected by copyright law. Neither All Square (UK)Ltd nor any member of staff may make copies or distribute software that has been copied.

### **Staff are not permitted or authorised to:**

Because of the risk to All Square's computers of any computer virus staff are expected to raise any issue which may relate to a computer virus with the Company Directors.

All Square reserves the right, in its sole discretion, to allow visitors access All Square's Wi-Fi for the personal use of either staff or visitors. Where access is granted the password is not provided but is activated by authorized staff only and, where a password is made available (highly unlikely) the individual is advised that they are under a strict obligation not to share the relevant passwords or login details with other members of staff or other visitors. Accessing and using All Square's Wi-Fi shall be restricted to only authorised and designated breaks.

All laptops with company data have full disk encryption enabled using appropriate OS software. Only authorised staff are permitted to use USB Mass Storage Devices within All Square. Our staff are advised to perform an Anti-Virus scan on any device after it has been



plugged into any machine and where possible the USB device should be encrypted if the device is to be used to transport any company data.

### **Internet and E-mail Usage:**

All Square's computer system contains e-mail and Internet access facilities which are intended to promote effective communication within All Square and with clients and contacts relating to its business. We permit limited personal messages sent via e-mail, but these must respect the primary purpose of the e-mail system. Our policy states that our e-mail system should not be used for a purpose detrimental to the job responsibilities of a member of staff, for spreading gossip, for personal gain or in breach of any of All Square's policies.

All individuals representing All Square's best practice are aware that they should never use bad language and/or references to inappropriate or offensive content within any message. Confidential information is not sent externally by e-mail without express authority and unless the messages can be lawfully encrypted.

All Square has the right to retrieve the contents of e-mail messages to assist in the investigations of wrongful acts or to comply with any legal obligation.

All Square instruct staff that when they leave their PC unattended or on leaving the office they ensure any PC is locked or secured to prevent unauthorised users accessing our system and our data.

If, as a customer of All Square you receive an e-mail message which has been wrongly delivered you should notify the sender of the message by redirecting the message to that person who will notify our Data Protection Officer who will then contact you to advise you of any action required. In the event the e-mail message contains confidential information you must not disclose or use that confidential information.

Misuse of the e-mail or Internet system in breach of this policy is taken very seriously by All Square. If any misuse is brought to our attention that constitutes misconduct it will be dealt with within the framework of All Square's disciplinary procedure.

### **Staff use of own device**

Staff are fully briefed on the company Computer and Data Protection policy, with regards to Data Loss Prevention. Staff are aware that our IT department has the right to undertake audits on staff equipment that accesses the organisations data to ascertain whether this policy is being adhered to.

### **Sensitive Information**

All Square operate a policy on the management of Sensitive information which is governed by the level of the Confidentiality in question and is marked appropriately in accordance with policy.

### **Virus Protection**

All PC and Servers are vulnerable to intrusion by viruses without sufficient protection these devices could become infected and all information on these machines vulnerable to corruption, being stolen and/or deleted.



All Square maintain strict guidelines to protect the company from viral and worm contamination and provide the means to minimise disruption and business impact should preventative measures fail.

Our IT Department operates and maintains up to date effective anti-virus software on all computer systems that are liable to attack from malicious software. All networked PCs are updated with the latest applicable virus definition files daily on start up. Virus protection of computers that are not networked is also maintained.

### **Customer Care Contact**

If as a customer of All Square you have any concerns relating to any aspect of our Information Security Management System you should contact [info@allsquare.co.uk](mailto:info@allsquare.co.uk)