Cyres Information Security Policy

Cyres takes Information Security very seriously and it is a standing item on the Board agenda.

This document outlines our policy and is reviewed and updated on a regular basis.

ICO Registration & Cyber Essentials Certification

- Cyres is registered with the Information Commissioner's Office reference number **Z8607789**
- Cyres is certified under the Cyber Essentials scheme

Third Party Data

- Cyres does not store any data on behalf of customers.
- Cyres only holds such data about customers as is necessary for sales invoicing and supply of service (organisation name, address etc). All such information is stored in secure encrypted form and retained only as long as required.
- Cyres does not sub-contract software development work to third parties.
- All contracts with suppliers are reviewed to ensure that they contain appropriate provisions relating to information security.
- All Cyres staff are bound by appropriate confidentiality clauses in their employment contracts covering both company and customer information.

Training

- Cyres holds regular reviews and training sessions with all staff to ensure they are all fully aware of their responsibilities.

Physical Security

- Cyres premises are not open to the general public, are secure and always alarmed when unattended.

Data Security

- All Cyres company data is stored on encrypted drives on the company servers or on secure cloud storage with secure access, including multi-factor identification.
- Cyres does not hold or store any data belonging to, or on behalf of, customers or third parties.
- Company data is backed up daily and stored securely and separately in encrypted form.

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- Data is deleted securely as soon as it is no longer required.

Hardware disposal

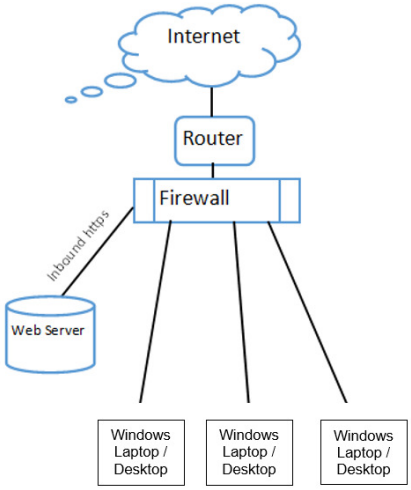
- As soon as hardware becomes redundant any data is fully removed using secure data removal software and the equipment is disposed of appropriately.

Asset Management

- Cyres maintains an asset log that is regularly reviewed and updated.

Network Security

- The diagram below shows how Cyres has configured and set up the router, firewall, web server and laptops / desktops which form the basis of its hardware platform



Firewalls and Gateways

- Firewalls are in place on (a) the router – this is configured and enabled and (b) on all PCs
- The Router controls all access to and from the Internet.
- The admin password on this router has been changed to one that is over 8 characters and a mix

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of upper and lower case characters as well as numerics and symbols thereby making it very difficult to work out or guess.

- The firewall cannot be accessed remotely as we have disabled this option.
- The only inbound connections we allow are HTTPS which are forwarded to the server. All other connections are blocked.
- All PCs use the latest version of Windows and have their own firewall.

Configuration

- The only active accounts are for current employees. All others have been deleted.
- All default passwords have been changed to ones that are difficult to guess or work out.
- In the event that a password could have been compromised it will be disabled and the user forced to change it.
- The only software installed is that which is necessary for users' work (our core software is all Microsoft – Office / SQL Server / Visual Studio) with specialist software used by the Accounts Team.
- Windows prevents software being run that has originated from the Internet.
- Windows checks automatically for code signing and warns against installation if software is not digitally signed.
- External users cannot access any data on the network.

Access Controls

- User accounts are set up and managed by the Network Administrator.
- Every user has a dedicated PC and is assigned a unique username and password for logging in.
- User accounts are removed immediately when no longer required.
- The Admin account is used only for admin tasks.
- Any special privileges that are granted to users are removed as soon as they are no longer required.

Malware Protection

- Cyres uses Bitdefender Internet Security for protection against viruses and malware.
- Bitdefender updates daily to ensure protection against the latest threats.
- Bitdefender scans files and webpages automatically upon access.

Patch Management

- Cyres uses the latest versions of Microsoft software including the Windows operating system.
- All software is fully licensed and supported.

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- All software patches are installed as soon as they are released via Windows Update.

Monitoring / Breaches

- Cyres monitors activity to help prevent data breaches and has policies in place to ensure any such breaches are swiftly identified and reported in line with GDPR.
- Staff are all fully briefed on what to do in the event of a possible data breach which includes reporting any confirmed breach to the Information Commissioner's Office and taking all necessary steps to mitigate any further breach in the future.
- To date, we have never had a breach.

Reviewed March 2025

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