



Information Security Policy

Synergy Process Management Framework implementation

Implementation entity: Synergetica LLC
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Confidentiality: Restricted
Status: Effective



Document copies

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1	3	August 15, 2023	BSS:/Security/Information Security/Processes

Revision history

Date	Version #	Reason for Change/Brief context	Maintainer
July 01, 2021	1	Initial release	Information Security Manager
June 01, 2022	2	Annual review	Information Security Manager
August 15, 2023	3	Annual review	Information Security Manager

Approval

Role	Position	Status	Date
Approval	Information Security Manager	harmonized	Aug 14, 2023
Approval	Operations Manager	harmonized	Aug 14, 2023
Resolution	General Manager	approved	Aug 15, 2023

Implementation context

- *Implementation entity.* Synergetica LLC (including affiliates) is the implementation entity within the implementation context, hereinafter referred to as Synergetica.



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Overview

- *Brief.* The Information Security Policy is a required document which commits the organization to ensuring adequate information security.

Introduction

- *Overview.* This document defines the information security policy of Synergetica.
- *Needs.* As a modern, forward-looking business, Synergetica recognises at senior levels the need to ensure that its business operates smoothly and without interruption for the benefit of its customers, shareholders and other stakeholders.
- *Standardization.* In order to provide such a level of continuous operation, Synergetica has implemented an Information Security Management System (ISMS) in line with the International Standard for Information Security, ISO/IEC 27001. This standard defines the requirements for an ISMS based on internationally recognised best practice.
- *Benefits.* The operation of the ISMS has many benefits for the business, including:
 - Protection of revenue streams and company profitability
 - Ensuring the supply of goods and services to customers
 - Maintenance and enhancement of shareholder value
 - Compliance with legal and regulatory requirements
- *Certification.* Synergetica has decided to maintain full certification to ISO/IEC 27001 in order that the effective adoption of information security best practice may be validated by an independent third party, a Registered Certification Body (RCB).
- *Applicability.* This policy applies to all systems, people and processes that constitute the organization's information systems, including board members, directors, employees, suppliers and other third parties who have access to Synergetica systems.
- *Supporting documents.* The following supporting documents are relevant to this information security policy and provide additional information about how it is applied:
 - Risk Assessment and Treatment Process
 - Statement of Applicability
 - Supplier Information Security Evaluation Process
 - Internet Access Policy
 - Cloud Services Policy
 - Mobile Device Policy
 - BYOD Policy
 - Remote Working Policy
 - Access Control Policy
 - Dynamic Access Control Policy
 - User Access Management Process
 - Physical Security Policy
 - Anti-Malware Policy

- Backup Policy
 - Technical Vulnerability Management Policy
 - Network Security Policy
 - Electronic Messaging Policy
 - Online Collaboration Policy
 - Secure Development Policy
 - Information Security Policy for Supplier Relationships
 - Availability Management Policy
 - IP and Copyright Compliance Policy
 - Records Retention and Protection Policy
 - Privacy and Personal Data Protection Policy
 - Clear Desk and Clear Screen Policy
 - Social Media Policy
 - HR Security Policy
 - Asset Management Policy
 - Acceptable Use Policy
 - CCTV Policy
 - Configuration Management Policy
 - Information Deletion Policy
 - Data Leakage Prevention Policy
 - Monitoring Policy
 - Information Security Whistleblowing Policy
- *Latest version.* Details of the latest version number of each of these documents is available from the *ISMS Documentation Log*.

Standard references

- *Coverage.* The following areas of the ISO/IEC 27001 standard are addressed by this document:
 - ISO 27001:2022 standard
 - 5 Leadership
 - 5.1 Leadership and commitment
 - 5.2 Policy
 - A.5 Organizational controls
 - A.5.1 Policies for information security
 - ISO 27001:2013 standard
 - 5 Leadership
 - 5.1 Leadership and commitment
 - 5.2 Policy
 - A.5 Information security policies
 - A.5.1 Management direction for information security
 - A.5.1.1 Policies for information security

Information security policy

Information security requirements

- *Definition of the requirements.* A clear definition of the requirements for information security within Synergetica will be agreed and maintained with the internal business so that all ISMS activity is focussed on the fulfillment of those requirements. Statutory, regulatory and contractual requirements will also be documented and input to the planning process. Specific requirements about the security of new or changed systems or services will be captured as part of the design stage of each project.
- *Principle of the ISMS.* It is a fundamental principle of the Synergetica Information Security Management System that the controls implemented are driven by business needs and this will be regularly communicated to all staff through team meetings and briefing documents.

Framework for setting objectives

- *Setting of objectives.* A regular cycle will be used for the setting of objectives for information security, to coincide with the budget planning cycle. This will ensure that adequate funding is obtained for the improvement activities identified. These objectives will be based upon a clear understanding of the business requirements, informed by the management review process during which the views of relevant interested parties may be obtained.
- *Documentation.* Information security objectives will be documented for an agreed time period, together with details of how they will be achieved. These will be evaluated and monitored as part of management reviews to ensure that they remain valid. If amendments are required, these will be managed through the change management process.
- *Review.* In accordance with ISO/IEC 27001 the reference controls detailed in Annex A of the standard will be adopted where appropriate by Synergetica. These will be reviewed on a regular basis in the light of the outcome from risk assessments and in line with information security risk treatment plans. For details of which Annex A controls have been implemented and which have been excluded please see the *Statement of Applicability*.
- *Additional code of practice.* In addition, enhanced and additional controls from the following code of practice will be adopted and implemented where appropriate:
 - ISO/IEC 27002 – Code of practice for information security controls
- *Outcome.* The adoption of this code of practice will provide additional assurance to our customers and help further with our compliance with international data protection legislation.

Continual improvement of the ISMS

- *Improvement policy.* Synergetica policy regarding continual improvement is to:
 - Continually improve the effectiveness of the ISMS



- Enhance current processes to bring them into line with good practice as defined within ISO/IEC 27001 and related standards
 - Achieve ISO/IEC 27001 certification and maintain it on an on-going basis
 - Increase the level of proactivity (and the stakeholder perception of proactivity) with regard to information security
 - Make information security processes and controls more measurable in order to provide a sound basis for informed decisions
 - Review relevant metrics on an annual basis to assess whether it is appropriate to change them, based on collected historical data
 - Obtain ideas for improvement via regular meetings and other forms of communication with interested parties
 - Review ideas for improvement at regular management meetings in order to prioritize and assess timescales and benefits
- *Improvement ideas.* Ideas for improvements may be obtained from any source including employees, customers, suppliers, IT staff, risk assessments and service reports. Once identified they will be recorded and evaluated as part of management reviews.

Information security policy areas

- *Policy area.* Synergetica defines policy in a wide variety of information security-related areas which are described in detail in a comprehensive set of policy documentation that accompanies this overarching information security policy.
- *Policy approval.* Each of these policies is defined and agreed by one or more people with competence in the relevant area and, once formally approved, is communicated to an appropriate audience, both within and external to the organization.
- **Table 1: Set of policy documents.** The table below shows the individual policies within the documentation set and summarizes each policy’s content and the target audience of interested parties.

POLICY TITLE	AREAS ADDRESSED	TARGET AUDIENCE
Internet Access Policy	Business use of the Internet, personal use of the Internet, Internet account management, security and monitoring and prohibited uses of the Internet service.	Users of the Internet service
Cloud Services Policy	Due diligence, signup, setup, management and removal of cloud computing services.	Employees involved in the procurement and management of cloud services

Mobile Device Policy	Care and security of mobile devices such as laptops, tablets and smartphones, whether provided by the organization for business use.	Users of company-provided mobile devices
BYOD Policy	Bring Your Own Device (BYOD) considerations where personnel wish to make use of their own mobile devices to access corporate information.	Users of personal devices for restricted business use
Remote Working Policy	Information security considerations in establishing and running a teleworking site and arrangement e.g. physical security, insurance and equipment	Management and employees involved in setting up and maintaining a teleworking site
Access Control Policy	User registration and deregistration, provision of access rights, external access, access reviews, password policy, user responsibilities and system and application access control.	Employees involved in setting up and managing access control
Dynamic Access Control Policy	Applicability and use of dynamic access controls available in specific environments.	Asset owners and ICT team
Physical Security Policy	Secure areas, paper and equipment security and equipment lifecycle management	All employees
Anti-Malware Policy	Firewalls, anti-virus, spam filtering, software installation and scanning, vulnerability management, user awareness training, threat monitoring and alerts, technical reviews and malware incident management.	Employees responsible for protecting the organization's infrastructure from malware
Backup Policy	Backup cycles, cloud backups, off-site storage, documentation, recovery testing and protection of storage media	Employees responsible for designing and implementing backup regimes
Logging and Monitoring Policy	Settings for event collection. protection and review	Employees responsible for protecting the organization's infrastructure from attacks
Technical Vulnerability Management Policy	Vulnerability definition, sources of information, patches and updates, vulnerability assessment, hardening, awareness training and vulnerability disclosure.	Employees responsible for protecting the organization's infrastructure from malware
Network Security Policy	Network security design, including network segregation, perimeter security, wireless networks and remote access; network security management, including roles and responsibilities, logging and monitoring and changes.	Employees responsible for designing, implementing and managing networks

Electronic Messaging Policy	Sending and receiving electronic messages, monitoring of electronic messaging facilities and use of email.	Users of electronic messaging facilities
Online Collaboration Policy	Use of collaboration tools for communication, sharing and video conferencing.	Users of online collaboration tools
Secure Development Policy	Business requirements specification, system design, development and testing and outsourced software development.	Employees responsible for designing, managing and writing code for bespoke software developments
Information Security Policy for Supplier Relationships	Due diligence, supplier agreements, monitoring and review of services, changes, disputes and end of contract.	Employees involved in setting up and managing supplier relationships
Availability Management Policy	Availability requirements and design, monitoring and reporting, non-availability, testing availability plans and managing changes.	Employees responsible for designing systems and managing service delivery
IP and Copyright Compliance Policy	Protection of intellectual property, the law, penalties and software license compliance.	All employees
Records Retention and Protection Policy	Retention period for specific record types, use of cryptography, media selection, record retrieval, destruction and review.	Employees responsible for creation and management of records
Privacy and Personal Data Protection Policy	Applicable data protection legislation, definitions and requirements.	Employees responsible for designing and managing systems using personal data
Clear Desk and Clear Screen Policy	Security of information shown on screens, printed out and held on removable media.	All employees
Social Media Policy	Guidelines for how social media should be used when representing the organization and when discussing issues relevant to the organization.	All employees
HR Security Policy	Recruitment, employment contracts, policy compliance, disciplinary process, termination	All employees
Acceptable Use Policy	Employee commitment to organizational information security policies.	All employees
Asset Management Policy	This document sets out the rules for how assets must be managed from an information security perspective.	All employees



CCTV Policy	The use of CCTV in physical security, including siting and data protection issues and considerations.	Employees responsible for CCTV
Information Deletion Policy	The deletion of information stored in information systems, devices or in any other storage media, when no longer required.	Employees responsible for designing and managing systems using personal data
Data Leakage Prevention Policy	The configuration of relevant software tools to detect and prevent leakage of data.	Employees responsible for designing systems and managing service delivery
Information Security Whistleblowing Policy	The raising of issues about information security within the organization.	All employees and other interested parties

Application of information security policy

- *Conformity.* The policy statements made in this document and in the set of supporting policies listed in Table 1 have been reviewed and approved by the top management of Synergetica and must be complied with. Failure by an employee to comply with these policies may result in disciplinary action being taken in accordance with the organization's *Employee Disciplinary Process*.
- *Issues.* Questions regarding any Synergetica policy should be addressed in the first instance to the employee's immediate line manager.



Associated Documents and Records

Document / Record Name	Storage Location
Statement of Applicability	BSS:/Security/Information Security/Processes
Internet Access Policy	BSS:/Security/Information Security/Processes
Cloud Services Policy	BSS:/Security/Information Security/Processes
Mobile Device Policy	BSS:/Security/Information Security/Processes
Access Control Policy	BSS:/Security/Information Security/Processes
User Access Management Process	BSS:/Security/Information Security/Processes
Physical Security Policy	BSS:/Security/Information Security/Processes
Electronic Messaging Policy	BSS:/Security/Information Security/Processes
Online Collaboration Policy	BSS:/Security/Information Security/Processes
Information Security Policy for Supplier Relationships	BSS:/Security/Information Security/Processes
Availability Management Policy	BSS:/Security/Information Security/Processes
IP and Copyright Compliance Policy	BSS:/Security/Information Security/Processes
Records Retention and Protection Policy	BSS:/Security/Information Security/Processes
Privacy and Personal Data Protection Policy	BSS:/Security/Information Security/Processes
Clear Desk and Clear Screen Policy	BSS:/Security/Information Security/Processes
Social Media Policy	BSS:/Security/Information Security/Processes
Remote Working Policy	BSS:/Security/Information Security/Processes
Bring Your Own Device Policy	BSS:/Security/Information Security/Processes
Dynamic Access Control Policy	BSS:/Security/Information Security/Processes
Anti-Malware Policy	BSS:/Security/Information Security/Processes
Technical Vulnerability Management Policy	BSS:/Security/Information Security/Processes
Information Deletion Policy	BSS:/Security/Information Security/Processes
Data Leakage Prevention Policy	BSS:/Security/Information Security/Processes
Backup Policy	BSS:/Security/Information Security/Processes
Logging and Monitoring Policy	BSS:/Security/Information Security/Processes
Network Security Policy	BSS:/Security/Information Security/Processes
Secure Development Policy	BSS:/Security/Information Security/Processes
HR Security Policy	BSS:/HR/Processes
Asset Management Policy	BSS:/Security/Information Security/Processes
CCTV Policy	BSS:/Security/Information Security/Processes
Acceptable Use Policy	BSS:/Security/Information Security/Processes
Information Security Whistleblowing Policy	BSS:/Security/Information Security/Processes
Risk Assessment and Treatment Process	BSS:/Business/Processes
Supplier Information Security Evaluation Process	BSS:/Security/Information Security/Processes