KPN Security Policy

KSP – Rule

Title	**Handling of Confidential Information**
ID	**KSP-FA03-RL01**
FA	03 – Information handling
Date	29 April 2016
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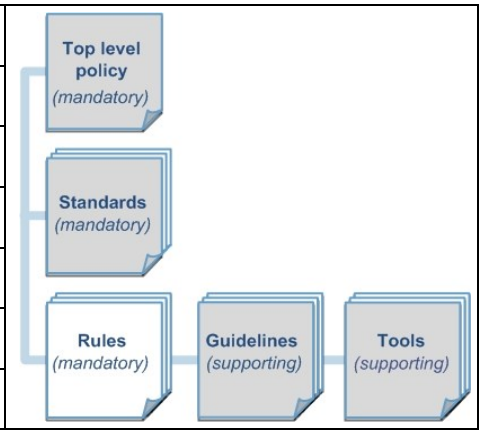
Owner	CISO



Summary

This document sets out how KPN employees must handle confidential information in their daily work, for example when drafting documents, printing, e-mailing, storing, and destroying information.

ID	KSP-FA03-RL01-R01
Title	Labelling confidential information
Description	Documents containing confidential information must contain the word “Confidential” (or “Vertrouwelijk”) on each page.
Relating document	KSP-FA03-ST01 - Information handling KSP-FA03-GL01 - Information Classification

ID	KSP-FA03-RL01-R02
Title	Printing confidential information
Description	When a confidential document needs to be printed on a shared (multifunctional) printer the 'follow-me' function must be used. If this function is not available then the "Secure Printing" option must be used (using a pin code) Documents containing confidential information must not be left unattended on printers or in the printer area.
Relating document	KSP-FA03-ST01 - Information handling

ID	KSP-FA03-RL01-R03
Title	Sending confidential information
Description	Digital confidential information must be encrypted before sending outside the KPN internal network. Passwords must be communicated through a different communication channel (e.g. by phone or text message). The sender must inform the recipient that the information is confidential. The sender must verify that the recipient's address is correct. It is forbidden to automatically or manually send KPN mail to personal non KPN mail addresses. E-mails must not be automatically forwarded to email addresses outside KPN unless it concerns email for an external employee who contractually is working for (a hundred percent subsidiary of) KPN and the mail is sent to a functional business mailbox, for example, from a service desk. In this case it is possible to forward the mail from the @kpn.com address to the correspondence address as registered in MijnHR. The @kpn.com address remains accessible. Hardcopy confidential information must be sent in closed envelopes. Envelopes must not contain the word "Confidential". Before confidential information is sent to third parties, permission of the author must be obtained.
Relating document	KSP-FA05-ST03 - Network and Communication Security

ID	KSP-FA03-RL01-R04
Title	Storing confidential information
Description	Digital confidential information must be stored on an encrypted device or medium and secured as stated in KSP-FA05-ST05 (Office Network and Office Automation) or on a file server which can only be accessed by authorized users, whereby shared directories must include additional authorizations. Hardcopy confidential information must not be left unattended, but must be kept in a locked cabinet or in a safe.
Relating document	KSP-FA04-TL01 - Checklist Clean Desk KSP-FA04-TL02 - Checklist Clean Car KSP-FA04-TL03 - Checklist New Way of Working KSP-FA05-ST05 - Office Network and Office Automation

ID	KSP-FA03-RL01-R05
Title	Destroying confidential information
Description	Confidential information must be destroyed as soon as the information is no longer needed. Digital confidential information must be permanently deleted. Hardcopy confidential information must be destroyed using a paper shredder or a designated container for destroying confidential documents. When digital confidential information cannot be permanently deleted, the media containing the digital confidential information must be physically destroyed.
Relating document	KSP-FA03-ST01 - Information handling