

KPN Security Policy



KSP – Rule

Title	E-mail Security	<pre>graph TD; A[Top level policy (mandatory)] --> B[Standards (mandatory)]; B --> C[Rules (mandatory)]; C --> D[Guidelines (supporting)]; D --> E[Tools (supporting)];</pre>
ID	KSP-FA05-RL14	
Funct. Area	05 - System & Network security	
Date	3 February 2017	
Version	v1.1	
Status	Approved	
Owner	CISO	

Summary

This policy defines a set of policy rules concerning the e-mail communication in the name of KPN. E-mail communication from KPN must be sent through one central platform. This platform signs the e-mail with DKIM, includes the domain in the DMARC policy and the IP addresses are included in the SPF record for this domain. By doing this the receiver of an e-mail can verify the authenticity and integrity of the message.

This policy is written for all KPN NL employees and managers who are involved in sending out e-mail communication attributed from KPN.

Version history

Version	Date	Comments
v1.0	29 July 2016	First published version
v1.1	3 February 2017	R07: Change to clarify that customer mailings must use URLs with a page within the kpn.com zone, including examples.

Disclaimer

The content of this document is to describe KPN's policy on this specific topic. If and when this document is partly or fully disclosed to parties outside of KPN, it's important to hereby note towards those parties that this contains KPN's intended policy and cannot in any way be read or construed to be an explicit or implied formal guarantee or promise that its content can always be fully executed or complied to.

ID	KSP-FA05-RL14-R01
Title	<u>Use of the SafeMail platform</u>
Description	All outgoing e-mail sent from the @kpn.com domain must be handled by the SafeMail platform.
Relating document	Requirement: KSP-FA05-ST02-R12 (E-mail security)

ID	KSP-FA05-RL14-R02
Title	<u>Use of e-mail addresses</u>
Description	In e-mail communication in the name of KPN the e-mail address must be used under the @kpn.com domain. The platform administrator decides which e-mail address is given to what kind of e-mail communication.
Relating document	Requirement: KSP-FA05-ST02-R12 (E-mail security)

ID	KSP-FA05-RL14-R03
Title	<u>Use of Secure/Multipurpose Internet Mail Extensions (S/MIME) certificate</u>
Description	In e-mail communication towards customers from the @kpn.com domain the e-mail message must be signed with a S/MIME certificate. The receiver must be able to verify the authenticity and integrity of the message.
Relating document	Requirement: KSP-FA05-ST02-R12 (E-mail security)

ID	KSP-FA05-RL14-R04
Title	<u>Use of Domain Keys Identified Mail (DKIM)</u>
Description	All e-mail communication originating from the @kpn.com domain must be signed with a DKIM key.
Relating document	Requirement: KSP-FA05-ST02-R12 (E-mail security)

ID	KSP-FA05-RL14-R05
Title	<u>Use of Sender Policy Framework (SPF)</u>
Description	All e-mail communication originating from the @kpn.com domain must be send through a SMTP server that is included in the SPF record for @kpn.com.
Relating document	Requirement: KSP-FA05-ST02-R12 (E-mail security)

ID	KSP-FA05-RL14-R06
Title	<u>Use of Transport Layer Security (TLS) on a Mail eXchanger (MX)</u>
Description	All e-mail communication originating from the @kpn.com domain must be send through a SMTP server that uses TLS on MX.
Relating document	Requirement: KSP-FA05-ST02-R12 (E-mail security)

ID	KSP-FA05-RL14-R07
Title	<u>Reference in the e-mail body to a URL</u>
Description	<p>All email towards KPN consumers must use URLs in its message body which are build-up from a hostname component which is within the kpn.com DNS zone.</p> <p>A (transparent) re-direct is allowed from a URL within the kpn.com DNS zone towards a page outside this zone.</p> <p>Good examples: www.kpn.com/invoices/ mijn.kpn.com/ zakelijk.kpn.com/some-particular-campagne/</p> <p>Bad examples: campagnekpn.nl/ kpncampagne.nl/ facebook.com/kpncampagne/ youtu.be/kpn</p>
Relating document	Requirement: KSP-FA05-ST02-R12 (E-mail security)

ID	KSP-FA05-RL14-R08
Title	<u>Including an URL towards a login page</u>
Description	<p>In e-mail communication from the @kpn.com domain towards customers the body of the e-mail message may never include an URL towards a direct login page.</p> <p>Example: When a customer is asked for an action in the 'Mijn KPN' environment, direct the customer towards kpn.com and explain the customer to login to 'Mijn KPN'.</p>
Relating document	Requirement: KSP-FA05-ST02-R12 (E-mail security)