KPN Security Policy

KSP – Standard

Title	**Information handling**
ID	**KSP-FA03-ST01**
Funct. Area	03 – Information Handling
Date	29 July 2016
Version	v1.4
Status	Approved
Owner	CISO

Summary

Some information must be handled with extra care, because this information is considered confidential or secret. This standard defines when information is confidential, secret or when information is for Internal use only ("classification"). Furthermore, this standard describes the role of the information owner in information handling.

Version history

Version	Date	Comments
v1.0	6 August 2013	Approved in SSM
v1.1	12 October 2013	Updated based on consistency check
v1.2	1 August 2014	Added classification for Internal Use
v1.3	13 November 2015	Textual improvements after KSP Review
v1.4	29 July 2016	R02: Reference to KSP-FA03-RL03 - Cloud Computing added in Relating document Several requirements: changed the name of KPN's sub code in the Relating document field

ID	KSP-FA03-ST01-R01
Title	Information Classification
Description	Information must be classified and labeled to indicate the expected degree of protection when handling information.
Relating document	KSP-FA03-RL01 - Handling of confidential information KSP-FA03-RL02 - Handling of secret information KSP-FA03-GL01 - Information Classification KPN's Code of Conduct - sub code Zo gaan we om met informatie, communicatie en bedrijfsmiddelen
Rationale (why)	Classifications are used to ensure that the people who have knowledge of "confidential" or "secret" information are limited in number and remain identifiable at all times. Classified information requires measures to ensure an additional level of protection or special handling.
Example	
Possible exception	

ID	KSP-FA03-ST01-R02
Title	<u>Confidential information</u>
Description	Information must be classified as confidential when unintentional disclosure can have negative impact and/or when the information is related to a person.
Relating document	KSP-FA03-RL01 - Handling of confidential information KSP-FA03-GL01 - Information Classification KSP-FA03-RL03 - Cloud Computing KPN's Code of Conduct - sub code Zo gaan we om met informatie, communicatie en bedrijfsmiddelen
Rationale (why)	When information is classified as confidential, certain requirements are applicable to protect the information from being unintentionally disclosed in the public domain.
Example	Personal data of employees of KPN as well as Customers must by classified "confidential" as set in "WBP" (WBP Art. 13) and "Telecommunicatiewet" (TWH11).
Possible exception	

ID	KSP-FA03-ST01-R03
Title	<u>Secret information</u>
Description	In certain special circumstances information must be classified as secret. These circumstances are when KPN is legally bound to handle information secretly and when unintentional disclosure can have extreme negative impact on KPN. Special procedures must be implemented to handle secret information.
Relating document	KSP-FA03-RL02 - Handling of secret information KSP-FA03-GL01 - Information Classification KPN's Code of Conduct - sub code Zo gaan we om met informatie, communicatie en bedrijfsmiddelen
Rationale (why)	When unintentional disclosure of information could lead to negative impact, information must be classified as confidential. This means additional measures are taken to protect the information. However, in certain special cases even stronger measures must be taken. These situations are rare within KPN and the majority of KPN employees will never handle secret information. For those situations where secret information is handled, specific procedures must be implemented.
Example	Information on mergers and acquisitions, information that might influence KPN's share price.
Possible exception	

ID	KSP-FA03-ST01-R04
Title	Ownership
Description	Confidential information must have a designated owner. The "owner" is the individual or entity that has approved management responsibility for controlling the production, processing, use and security of the information.
Relating document	
Rationale (why)	In case of damage resulting from non-compliance due to negligence, lacking due-care or due-diligence, the responsible employee or manager ("owner") may be held personally liable for the damage and, in severe cases, may be subjected to an investigation.
Example	
Possible exception	

ID	KSP-FA03-ST01-R05
Title	<u>Information for Internal use</u>
Description	Information must be classified "for internal use" when it may be broadly communicated to KPN employees and when compromising this information will not cause any harm to KPN.
Relating document	KSP-FA03-GL01 - Information Classification KPN's Code of Conduct - sub code Zo gaan we om met informatie, communicatie en bedrijfsmiddelen
Rationale (why)	When information is classified for internal use, it must be distributed considering to protect the information from being unintentionally disclosed in the public domain.
Example	Internal working documents
Possible exception	

ID	KSP-FA03-ST01-R06
Title	Public information
Description	Information which is meant for public use without any constraints. Documents containing public information must not be labeled. All documents including public information must be approved by Corporate communications before distributed outside KPN.
Relating document	KPN's Code of Conduct - sub code Zo gaan we om met informatie, communicatie en bedrijfsmiddelen
Rationale (why)	
Example	
Possible exception	