

# **Overview of selected KPN Security Policies**

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<b>Requirement</b>	<b>Storing confidential information</b>
<b>Description</b>	Digital confidential information must be stored on an encrypted device or medium and secured as stated in KSP-RE-415 (Data protection) 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.
<b>ID</b>	KSP-RE-88
<b>Version</b>	1.0
<b>Date</b>	December 11, 2017
<b>Rationale</b>	Information classification
<b>Rationale</b>	Security testing to innovation and development
<b>Rationale</b>	Authentication
<b>Rationale</b>	System hardening
<b>Rationale</b>	Registration of assets
<b>Rationale</b>	Cleaning of storage media
<b>Rationale</b>	Encrypting network traffic
<b>Rationale</b>	Data protection
<b>Rationale</b>	Reporting security incidents

<b>Requirement</b>	<b>Destroying confidential information</b>
<b>Description</b>	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.
<b>ID</b>	KSP-RE-89
<b>Version</b>	1.0
<b>Date</b>	December 11, 2017
<b>Rationale</b>	Information classification

<b>Requirement</b>	<b>Labelling secret information</b>
<b>Description</b>	Documents containing information that is considered secret (as defined in KSP-RE-104) must contain the word "Secret" or "Geheim" on each page.
<b>ID</b>	KSP-RE-90
<b>Version</b>	1.0
<b>Date</b>	December 11, 2017
<b>Rationale</b>	Information classification

<b>Requirement</b>	<b>Date secret information</b>
<b>Description</b>	In most cases the classification “Secret/Geheim” is only temporary. Documents labelled “Secret” or “Geheim” according to KSP-RE-90, while the information is only considered sensitive until a specific date, must specify this date with the label, e.g. “Secret until 01-01-2016”.
<b>ID</b>	KSP-RE-91
<b>Version</b>	1.0
<b>Date</b>	December 11, 2017
<b>Rationale</b>	Information classification

<b>Requirement</b>	<b>Access to secret information</b>
<b>Description</b>	Secret information must only be available to authorized people which are in a list added to the document. Copies of secret information must be individually numbered and an individual that has received such a copy must have signed for this in a register.
<b>ID</b>	KSP-RE-92
<b>Version</b>	1.1
<b>Date</b>	November 2, 2018
<b>Rationale</b>	Information classification

<b>Requirement</b>	<b>Duplicating secret information</b>
<b>Description</b>	<p>Duplication of secret documents is not allowed, unless permitted (and provably so) by the author or owner of the document.</p> <p>The individual receiving a numbered copy of a document that is labelled “Secret” or “Geheim”, remains accountable for every copy of that numbered document that will be made. (To ensure traceability, it helps to put the number of the copy on each page).</p>
<b>ID</b>	KSP-RE-93
<b>Version</b>	1.1
<b>Date</b>	November 2, 2018
<b>Rationale</b>	Information classification

<b>Requirement</b>	<b>Printing secret information</b>
<b>Description</b>	When printing secret information on shared (multifunctional) printers the “follow-me” process needs to be used. When this is not available the “Secure Printing” option must be used (using a pin code). Documents containing secret information must not be left unattended on printers or in the printer area.
<b>ID</b>	KSP-RE-94
<b>Version</b>	1.1
<b>Date</b>	November 2, 2018
<b>Rationale</b>	Information classification



<b>Requirement</b>	<b>Sending secret information</b>
<b>Description</b>	<p>Digital secret information must be encrypted with strong encryption and provided with a digital signature before sending.</p> <p>The sender of secret information must ensure that the receiver has sufficiently secure equipment for reading (and/or otherwise processing) this information before sending the (encrypted) information and knows how to handle this information given its classification. Encrypted message and method of decrypting /password must be separated through another channel.</p> <p>The sender must inform the recipient personally that the information is secret.</p> <p>Hardcopy secret information must be sent in closed envelope labelled "Secret/Geheim" enclosed in another envelope only containing address, send by registered mail with acknowledgement of receipt, trusted courier or by personal delivery.</p>
<b>ID</b>	KSP-RE-95
<b>Version</b>	1.1
<b>Date</b>	November 2, 2018
<b>Rationale</b>	Information classification
<b>Rationale</b>	Cryptography generic
<b>Rationale</b>	Security testing to innovation and development
<b>Rationale</b>	Security measures in innovation and development
<b>Rationale</b>	Security measures for suppliers

<b>Requirement</b>	<b>Storing secret information</b>
<b>Description</b>	Digital secret information must be stored locally on an encrypted device or medium and secured as stated in KSP-RA-413 (Data protection). Secret information in hardcopy or encrypted digital storage must not be left unattended, and must be kept in a strong locked cabinet or in a safe. Keys to cabinets or safes must be assigned to registered persons who are responsible.
<b>ID</b>	KSP-RE-96
<b>Version</b>	1.0
<b>Date</b>	December 11, 2017
<b>Rationale</b>	Information classification
<b>Rationale</b>	Security testing to innovation and development
<b>Rationale</b>	Authentication
<b>Rationale</b>	System hardening
<b>Rationale</b>	Registration of assets
<b>Rationale</b>	Cleaning of storage media
<b>Rationale</b>	Encrypting network traffic
<b>Rationale</b>	Data protection
<b>Rationale</b>	Reporting security incidents

<b>Requirement</b>	<b>Destroying secret information</b>
<b>Description</b>	<p>Secret information must be personally destroyed as soon as the information is no longer needed.</p> <p>Digital secret information must be permanently deleted, not merely wiped or formatted. When digital secret information cannot be permanently deleted, the media containing the digital secret information must be physically destroyed according to a certified process.. Hardcopy secret information must be destroyed using a paper shredder. Secret documents must not be disposed in the supplied containers for confidential documents.</p> <p>Desktop PC's, laptops, mobile data carriers and other hardware containing secret information which is no longer required must be removed in consultation with the SSM for destroying i.e. via "KPN IT Servicepunt".</p>
<b>ID</b>	KSP-RE-97
<b>Version</b>	1.0
<b>Date</b>	December 11, 2017
<b>Rationale</b>	Information classification

<b>Requirement</b>	<b>Perform an (information) security risk assessment</b>
<b>Description</b>	<p>Prior to purchasing or using cloud services an (information) security risk assessment must be performed, which takes into account:</p> <p>the type, classification and importance of information that may be handled in the cloud (e.g., commercial information, financial information, intellectual property (IP), legal, regulatory and privileged information (LRP), logistical information, management information or personally identifiable information (PII)).</p>
<b>Supplement</b>	This is part of the cloud governance process.
<b>ID</b>	KSP-RE-98
<b>Version</b>	1.1
<b>Date</b>	May 3, 2019
<b>Rationale</b>	Information classification
<b>Rationale</b>	Cloud Computing
<b>Rationale</b>	Public Cloud
<b>Rationale</b>	SaaS provider
<b>Rationale</b>	Private Cloud

Requirement	Type of information
<b>Description</b>	<p>On the basis of a (information) security risk assessment must become clear if it concerns the following type of information:</p> <p><u>Secret</u></p> <p>share price sensitive financial information;</p> <p>information on fraud management;</p> <p>information on Lawful Intercept.</p> <p><u>Confidential</u></p> <p>other financial information;</p> <p>information related to a person;</p> <p>information on KPN's infrastructure;</p> <p>information on KPN's security vulnerabilities;</p> <p>information on KPN's intellectual property;</p> <p>information on competitiveness (strategic plans, M&amp;A, etc.).</p>
<b>ID</b>	KSP-RE-99
<b>Version</b>	2.0
<b>Date</b>	November 2, 2018
<b>Rationale</b>	Information classification

<b>Requirement</b>	<b>Information Classification</b>
<b>Description</b>	Information must be classified and labeled to indicate the expected degree of protection when handling information.
<b>Supplement</b>	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.
<b>Related info</b>	KPN's Code of Conduct - sub code Zo gaan we om met informatie, communicatie en bedrijfsmiddelen
<b>ID</b>	KSP-RE-102
<b>Version</b>	1.0
<b>Date</b>	December 11, 2017
<b>Rationale</b>	Information classification

<b>Requirement</b>	<b>Confidential information</b>
<b>Description</b>	Information must be classified as 'confidential' when unintentional disclosure can have negative impact and/or when the information is related to a person.
<b>Supplement</b>	<p>When information is classified as 'confidential', certain requirements are applicable to protect the information from being unintentionally disclosed in the public domain.</p> <p>Personal data of KPN employees as well as customers must be classified 'confidential' as set in the privacy regulation (UAVG) and “Telecommunicatiewet” (TWH11).</p> <p>Disclosure of network and (functional) architecture drawings causes several demonstrable risks. Therefore these designs must also be classified as 'confidential'.</p>
<b>Related info</b>	KPN's Code of Conduct - sub code <b>Zo gaan we om met informatie, communicatie en bedrijfsmiddelen</b>
<b>ID</b>	KSP-RE-103
<b>Version</b>	1.1
<b>Date</b>	November 2, 2018
<b>Rationale</b>	Information classification

<b>Requirement</b>	<b>Secret information</b>
<b>Description</b>	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.
<b>Supplement</b>	<p>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.</p> <p>Information on mergers and acquisitions, information that might influence KPN's share price.</p>
<b>Related info</b>	KPN's Code of Conduct - sub code Zo gaan we om met informatie, communicatie en bedrijfsmiddelen
<b>ID</b>	KSP-RE-104
<b>Version</b>	1.0
<b>Date</b>	December 11, 2017
<b>Rationale</b>	Information classification



<b>Requirement</b>	<b>Ownership of information</b>
<b>Description</b>	Information must have a designated owner. The “owner” is the individual or entity that has approved management responsibility for controlling the production, classification, processing, use and security of the information.
<b>Supplement</b>	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.
<b>ID</b>	KSP-RE-105
<b>Version</b>	1.1
<b>Date</b>	November 2, 2018
<b>Rationale</b>	Information classification
<b>Rationale</b>	Information Security for Surveys

<b>Requirement</b>	<b>Information for Internal use</b>
<b>Description</b>	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.
<b>Supplement</b>	When information is classified for internal use, it must be distributed considering to protect the information from being unintentionally disclosed in the public domain.
<b>Related info</b>	KPN's Code of Conduct - sub code Zo gaan we om met informatie, communicatie en bedrijfsmiddelen
<b>ID</b>	KSP-RE-106
<b>Version</b>	1.0
<b>Date</b>	December 11, 2017
<b>Rationale</b>	Information classification

<b>Requirement</b>	<b>Public information</b>
<b>Description</b>	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 being distributed outside KPN.
<b>Related info</b>	KPN's Code of Conduct - sub code 3 <b>Zo gaan we om met informatie, communicatie en bedrijfsmiddelen</b>
<b>ID</b>	KSP-RE-107
<b>Version</b>	1.1
<b>Date</b>	November 2, 2018
<b>Rationale</b>	Information classification

<b>Requirement</b>	<b>Labelling confidential information</b>
<b>Description</b>	Documents containing confidential information must contain the word "Confidential" on each page.
<b>ID</b>	KSP-RE-85
<b>Version</b>	1.1
<b>Date</b>	November 2, 2018
<b>Rationale</b>	Information classification

<b>Requirement</b>	<b>Printing confidential information</b>
<b>Description</b>	When printing confidential information on shared (multifunctional) printers the "Secure Printing" option must be used. Documents containing confidential information must not be left unattended on printers or in the printer area.
<b>ID</b>	KSP-RE-86
<b>Version</b>	1.1
<b>Date</b>	November 2, 2018
<b>Rationale</b>	Information classification

<b>Requirement</b>	<b>Sending confidential information</b>
<b>Description</b>	<p>Digital confidential information send to non-KPN e-mail addresses must be encrypted before sending out.</p> <p>The sender must inform the recipient that the information is confidential.</p> <p>The sender must verify that the recipient's address is correct.</p> <p>Passwords must be communicated through a different communication channel (e.g. by phone or text message).</p> <p>The user of the KPN mailbox itself judges if information may be shared and/or sent.</p> <p>Hardcopy confidential information must be sent in closed envelopes.</p> <p>Envelopes must not contain the word "Confidential".</p> <p>Before confidential information is sent to third parties, permission of the information owner must be obtained.</p>
<b>ID</b>	KSP-RE-87
<b>Version</b>	2.0
<b>Date</b>	August 16, 2018
<b>Rationale</b>	Information classification
<b>Rationale</b>	Separating environments
<b>Rationale</b>	Documenting network infrastructure
<b>Rationale</b>	Encrypting network traffic
<b>Rationale</b>	Designing to availability level

<b>Requirement</b>	<b>Automatic e-mail forwarding</b>
<b>Description</b>	<p>It is forbidden to automatically or manually send KPN mail to personal non KPN mail addresses.</p> <p>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 group mailbox, for example, from a service desk.</p> <p>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.</p> <p>Forwarding is for exclusive functional use of call centers, technical management, support, etc.</p>
<b>Supplement</b>	When e-mail forwarding seems necessary for the process, you can submit a request to MijnWerkplek via the CISO mailbox (ciso-office@kpn.com). In consultation, they will determine whether the terms and conditions are secured enough to make this possible.
<b>ID</b>	KSP-RE-708
<b>Version</b>	1.1
<b>Date</b>	February 1, 2019