



# Guidelines for Information Labeling and Handling



TRIANZ INTERNAL

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## Information Classification

<input type="checkbox"/>	Public
<input checked="" type="checkbox"/>	Internal
<input type="checkbox"/>	Confidential
<input type="checkbox"/>	Restricted

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## 1. Guidelines for Information Labeling and Handling

Control Area	Public	Internal Use Only	Confidential
<b>Access Restrictions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Accessible to public at large.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Read access will be granted to all Trianz employees and is solely for internal use</li> <li><input type="checkbox"/> Employees shall not share information with any third party and/or outsourced employees (unless authorized by departmental head) either by E-mail, hardcopy or verbally</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Access must be limited to named authorized individuals only</li> <li><input type="checkbox"/> Employees shall not share information with any other person outside his/her own department, third party and/or outsourced employees (unless authorized by departmental head)</li> <li><input type="checkbox"/> Access by external parties must be subject to a non-disclosure agreement as well as a business need to know</li> <li><input type="checkbox"/> Any authorized person taking a photocopy of information shall do it personally or get the document photocopied in his own presence.</li> <li><input type="checkbox"/> While taking out the print of the document the person should collect the print as soon as the print command is executed.</li> <li><input type="checkbox"/> Handling of information based on the type of Information Asset classification. This will include circulation, maintenance and discarding of data based on classification.</li> <li><input type="checkbox"/> Identify the Data owners</li> <li><input type="checkbox"/> Access should be given based on data type confidentiality of the data</li> </ul>
<b>Storage of Information on desktops</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> No security control requirements</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The desktop storing these documents must be protected by a password. Hard-copies</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> E-mails containing confidential information must be downloaded into to the local personal folder immediately on receiving the mail. This would prevent mails from being stored in the mail folders on mail servers and looked by system administrators.</li> </ul>

Control Area	Public	Internal Use Only	Confidential
		<p>should be preferably kept under lock and key.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Hard disk should not be shared at the drive levels, and shared folders should be restricted to known individuals.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> For backup purpose all confidential documents should be stored on the respective user's folder of the file server. They should preferably be password protected.</li> <li><input type="checkbox"/> Confidential documents should not be stored on the public directories of the file server.</li> <li><input type="checkbox"/> Complete Hard drive of desktop shall not be shared on the network. On need basis, selected folders on the hard drive can be shared, and access be given to named individuals.</li> <li><input type="checkbox"/> Data shall be encrypted additional controls may be required to be deployed depending on the sensitivity of data, other access controls might suffice.</li> </ul>

Control Area	Public	Internal Use Only	Confidential
<b>Storage of Information Medium (e.g. diskettes, CD, hard copy)</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> No security control requirements</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Medium should preferably be stored in a personal storage shelf, preferably, locked.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The information should be kept in a separate cabinet preferably a fireproof cabinet. The authority to manage the cabinet will be done by a person nominated by the department head.</li> <li><input type="checkbox"/> Access to the information / cabinet shall be granted by the department head by E-mail.</li> <li><input type="checkbox"/> Any confidential information, which is to be kept or retrieved from the cabinet, will be done in front of the designated person.</li> <li><input type="checkbox"/> Any hard copy documents that cannot be reproduced (like legal contracts, third party contracts) should also be kept preferably in the fireproof cabinets.</li> </ul>

<b>Labeling of Information</b>	<input type="checkbox"/> No Labeling	<input type="checkbox"/> The document/record (electronic form) must	<input type="checkbox"/> The document/record (electronic form) must contain the information
<b>(documents and Records – soft copy)</b>	Required	<p>contain the information classification logo with the classification identified as 'Internal Use Only' at the start of the document/record. The document/record(Hard copy) should have the information classification logo as a cover page or as part of the title page with the classification identified as "Internal Use Only"</p> <p><input type="checkbox"/> For email communication, the attached document should have the classification "Internal Use Only" marked on the first page.</p>	<p>classification logo with the classification identified as 'Confidential' at the start of the document/record. The document/record(Hard copy) should have the information classification logo as a cover page or as part of the title page with the classification identified as "Confidential"</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The information owner will do the labeling of the document and if any doubt is there while classifying the information then he / she should take concurrence from departmental head.</li> <li><input type="checkbox"/> All email communication of confidential information must have '<b>Confidential</b>' as the first word in the subject</li> <li><input type="checkbox"/> Data shall be labelled as per information asset classification at the time of storage and transfer.</li> </ul>
<b>Labeling of Information Medium (e.g. diskettes, CD, hard copy)</b>	<input type="checkbox"/> No Labeling Required	<input type="checkbox"/> No Labeling Required	<input type="checkbox"/> The information medium must be marked ' <b>Confidential</b> '
<b>Control Area</b>	Public	Internal Use Only	Confidential

<b>Addressing/ Packaging</b>	<input type="checkbox"/> No security control requirements	<input type="checkbox"/> No security control requirements	<ul style="list-style-type: none"><li><input type="checkbox"/> The storage medium must have two envelopes/layers of packaging</li><li><input type="checkbox"/> The outer envelope/layer must show the recipients name and address, be marked 'To be opened by addressee only', and show the name and phone number of the sender of the information</li></ul>
			<ul style="list-style-type: none"><li><input type="checkbox"/> The inner envelope / layer should be marked as "Confidential".</li></ul>

<b>Dispatch and Distribution of Information (except EMail)</b>	<input type="checkbox"/> No security control requirements	<ul style="list-style-type: none"> <li><input type="checkbox"/> Packaging shall ensure physical protection of the item</li> <li><input type="checkbox"/> Normal mail service or by any courier</li> <li><input type="checkbox"/> This information can be freely circulated only to the internal Trianz employees</li> <li><input type="checkbox"/> Circulation of Internal Use Only document to any third party and/or to anyone outside Trianz shall require approval from the head of concerned department. The document shall be detailed about the data retention period based on regulatory, sensitivity and information classification as required.</li> <li><input type="checkbox"/> The validity of data classification needs to be checked on a periodic basis. If there is any change, data should be reclassified accordingly.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Packaging must ensure physical protection of the item</li> <li><input type="checkbox"/> Dispatch or distribution of information to anyone outside his/her department, third party and/or outsourced party should be by hand or approved courier</li> <li><input type="checkbox"/> Printed information sent through internal mail, external mail, or by courier must be sent by trusted courier or registered mail. The method of mailing must provide tracking.</li> <li><input type="checkbox"/> Distribution is to named individual(s) only</li> <li><input type="checkbox"/> Confidential information cannot be taken out of Trianz premises in form of media like Hard Copy, CD, Floppy, USB etc. without prior permission of department head.</li> </ul>
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Control Area	Public	Internal Use Only	Confidential
<b>Dispatch and Distribution of Information (Electronic Mail)</b>	<input type="checkbox"/> No security control requirements	<input type="checkbox"/> Possible to send email containing information to internal employees without any explicit approval from Trianz authority.  <input type="checkbox"/> Circulation of Internal document to any third party and/or to anyone outside Trianz shall require approval from the head of concerned department through Email and marking a copy to him / her while sending the document.	<input type="checkbox"/> Circulation of confidential document to any third party and/or to anyone outside Trianz shall require approval from the head of concerned department through E-mail and marking a copy to him / her while sending the document.  <input type="checkbox"/> BCC while emailing is not permitted for " <b>Confidential</b> " documents.  <input type="checkbox"/> While sending the document to any authorized person it should be marked as " <b>Confidential</b> " in the subject or body of the mail in such a fashion that the mark is easily visible.  <input type="checkbox"/> Data shall be encrypted while in transfer using appropriate encryption methodologies.
<b>Voice</b>	<input type="checkbox"/> No security control required	<input type="checkbox"/> No security control required	<input type="checkbox"/> It must not be discussed on speakerphones or during teleconferences unless all participating parties first acknowledge that no unauthorized persons are in close proximity, such that they might overhear the conversation
<b>Disposal of Information</b>	<input type="checkbox"/> These documents may be used for draft (reverse side) printing	<input type="checkbox"/> These documents should NOT be used for draft (reverse side) printing.  <input type="checkbox"/> These documents may be destroyed manually, ensuring that the document may not be reconstructed easily.	<input type="checkbox"/> Any information should be destroyed / deleted, only after the minimum retention period, when the information is obsolete or no longer needed.  <input type="checkbox"/> Any hard copy confidential document, which is to be destroyed, should be destroyed by tearing into small pieces preferably using the shredder at that moment of time.  <input type="checkbox"/> Any confidential information present in CD where it cannot be deleted from the electronic media should be physically destroyed.

			<ul style="list-style-type: none"><li>□ Any hard disk containing confidential information should undergo low level formatting, so that information cannot be recovered from that hard disk.</li><li>□ Secure disposal of data (including the disks etc.) shall be documented.</li></ul>
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## 2. References:

- IT Operation Process
- Information Asset classification Policy
- Access Control Policy
- ISMS TMR Template
- Acceptable Usage Policy
- ISMS Apex Manual
- Media Handling Policy
- Policy on the Use of Cryptographic Control
- Data Modelling Using UML Guidelines
- Asset Tracking Sheet Template

**For Trianz Process Improvement Group (TPIG) Purpose Only**

**Version History**

Ver. No.	Author	Reviewer	Approver	Date	Reason for Change	Change Description
0.00	Jyotessh G Nair			19-Feb07	Initial Draft	None
1.00	Jyotessh G Nair			26-Feb-07	Baseline is approved by Zulfikar Deen	Approved Baseline.
1.01	Bharateesha B R			24-Feb-09	New Asset Management Framework	Formatted the document to incorporate the new asset management framework
1.02	Bharateesha B R			11- Mar-09	New Asset Management Framework	Included Records in the scope of section Labeling Of Information – Soft Copy. Made changes to the Guidelines for each classification.
2.00	Balu Nair			28-Apr-09	Approved for Baseline	Baselined
2.01	Bharateesha B R			23-June-09	2 <sup>nd</sup> Surveillance audit	Removed “Hard Copy” for the control area “Labeling of Information (documents and Records – soft copy) Changed the point 3 of the guidelines for control area “Dispatch and Distribution of

						Information (Electronic Mail) for the classification “ Confidential”
3.00	Bharateesha B R			23-June-09	Approval for Baseline	Baselined
3.01	Chakravarthi			30-Dec-10	QMG review	Formatted entire document
4.00	Chakravarthi			31-Dec-10	Request for approval	Baselined
4.01	Srilakshmi			24-May-11	QMG Review	Modified release id in header and cover page
5.00	Srilakshmi			24-May-11	Approval for Baseline	Baselined
5.01	Sudharsana			3-Aug-11	QMG review	Replace Owner with Management Representative in place of CIO  Removed Retention period in Document Classification scheme section
6.00	Sudharsana			3-Aug-11	Request for Approval	Approved and Base lined
7.00	Balu Nair			08-Nov-12	Standardization of Blue Book Process Assets	Modified the template format  Changed the Logo

7.01	Paramita Ghosh and Balu Nair			25-Jan-16	Client Audit and alignment with shared assessment checklist.	Handling of information based on the type of Information Asset Classification.  Updated control areas to include below points
						Added identification of data owners, criteria of accessing the data based on confidentiality, labelling mechanism for the sensitive documents, validation of data classification which needs to be verified on a periodic basis, data retention period based on regulatory, sensitivity and information, appropriate encryption methodologies for data in transit and documentation of securely disposal of data  All the confidential/sensitive data shall be encrypted. data.  Added separate "REFERENCES" sections
8.00	Balu Nair			08-Feb-16	Approved by Mahesh (CISO)	Baselined

8.1	Karthik N			3-Jan-22	For Review	Migrated to new template
9.0	Karthik N	Siva N	Siva N	3-Jan-22	For Approval	Approved and Baseline
9.0	Kruti	Vijaya		3-June-24	Annual Review	No Changes
9.1	Vijaya	Balu		26-May-25	For Annual Review	Migrated to a new template
10.0	Vijaya	Balu	Srikanth M	29-May-25	For Approval	Approved and Baseline



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# Thank You

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