



Policy on the use of Mobile computing and communication Facilities



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Information Classification

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1. Purpose

The purpose of mobile computing and communication facilities policy is as defined below:

- Prevent misuse of electronic communications and computing resources
- Ensure employees are not exposed to unethical behavior such as error, fraud, defamation, breach of copyright, unlawful discrimination, illegal activity, privacy violations and computing resource service interruptions.

1.1 Mobile Computing

Mobile Computing facilities include, but are not restricted to, the following items:

- Laptops, mobile phones and other portable computing devices
- Media, CD-ROMs, DVDs, disks, pen drives and memory storage devices etc.
- Video conferencing

1.2 Communication Facilities

Communication facilities include, but are not restricted to, the following items:

- E-mail
- Internet
- Mobile phones, VOIP phones, Skype, Microsoft Teams, Kaizala,
- Forums, blogs and other internet-based communications tools etc.

2. Objectives

The objectives of this Policy are to:

- To facilitate the efficient, effective, responsible and lawful use of the Trianz computing and communication facilities.

- Safeguard the interests of the Trianz and all authorized users of its computing and communication facilities; and
- provide guidelines and instructions to authorized users in the appropriate use of the Trianz's computing and communication facilities.

3. Scope

All Trianz Associates and contractors having access to Trianz Mobile computing and communication facilities.

4. Policy Statements

Trianz shall ensure that effective measures are in place to protect confidential information in respect of the use of mobile computing and communication facilities.

Protection is in place to avoid the unauthorized access to, or disclosure of confidential data stored and processed by these mobile computing and communication facilities.

- Mobile devices, including laptops, smartphones, and tablet computers, can provide substantial productivity benefits. Mobile storage devices may simplify information exchange and support business needs. However, all these mobile devices also present significant risks to Trianz's information assets.

- Trianz may permit employees and others to use their own equipment (BYOD- refer to BYOD Policy) to connect to its network and systems. It is required to install specific security controls on the devices (as per BYOD Policy).
- IT shall review the devices and remove any Trianz data, if any relationship with Trianz terminates, change devices or services, or in other similar situations.
- It is recommended to use encryption, other protection strategies (for example, device management software, access controls, remote wiping in case your device is lost or stolen, or other security controls), or both on any mobile device that contains Confidential or Highly Confidential Information. Mobile devices, including those that provide access to Trianz email, must be protected using MFA (a password and/or other approved authentication methods).
- Physically secure any mobile devices you use to access or store Trianz information. Laptops shall be never left unattended.
- Associates shall not take pictures from mobile phones/cameras inside any ODC's provided to the Customers as part of the MSA/SOW.
- It is recommended not to connect mobile device containing Trianz information to any unsecured network without an up-to-date firewall configured (or other security controls in place).
- Unsecured networks include home networks, hotel networks, open or for-pay wireless hotspots, convention networks, or any other network that Trianz has not approved or does not control. Refer to BYOD policy for more details on associate owned devices.
- Remote geolocation capabilities shall be maintained for all mobile devices.

- Remove wipe to be enabled in all the Trianz managed mobile devices to securely wipe the data if the devices is lost

5. Roles & Responsibilities

Role	Responsibilities	Internal/External
All Associates	<ul style="list-style-type: none"> • Associates are responsible for all the activity on mobile computing and communication facilities which is initiated by their ID. • If user suspects that the security of their computing & Communication facilities has been breached or compromised, it should be reported to the IS Team. 	Internal
IS Team	<ul style="list-style-type: none"> • Respond and investigate the breach reported. 	Internal
InfoSec Team	<ul style="list-style-type: none"> • Bi-Annual review of Policy on the use of mobile computing and communication facility 	Internal

6. Applicable standards

ISO 27001:2022

ISO 27701:2019

7. ISO Control Mapping

Category of Control	ISO 27001:2022 Control	Document Name as per ISO 27001:2022
Organizational Controls	5.10 Acceptable use of Information and other associated Assets- Rules for acceptable use and procedures for handling information and other associated assets shall be identified documented and implemented	Policy on the use of Mobile computing and communication facilities

8. Reference Policies & Procedures

BYOD Policy

Access Control Policy

9. Exceptions(s)

Exceptions to the Change management policy will require formal written approval from the Information Security Assurance Team.

Refer to Exception Handling Policy.

Document Control

Owner:	CISO	Release ID:	MCCF-POL-0023
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For Trianz Process Improvement Group (TPIG) Purpose Only

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1.01	14-Oct-16	Sriharsha			Addition of Cloud services as scope of Certification.	Modified the policy section 3
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