**Call with SME 1B 05/04/24**

Researcher’s voice in **bold**.

0:06  
OK.

0:07  
**So I might might just get you to give the consent verbally again there for for doing the the study with us today.**

0:14  
Yeah, no problem.

0:15  
So I consent to doing the survey today.

0:19  
**Thank you very much.**

0:22  
**So we'll go on there.**

0:23  
**So you're saying that you're not a sole trader, you're a limited liability company with one employee**.

0:29  
**So that that's just a little bit confusing for that question.**

0:31  
**So that's great to know exactly.**

0:34  
And then on question 4, how many employees are in your business including all part time and full time staff.

0:39  
So I'm going to put in one, but I do contract in people, so I'm going to assume that they're contractors rather than staff, you know, or they're not employed as employees as such.

0:50  
So I'll still give it as one.

0:52  
**Yeah, perfect.**

0:52  
Yeah.

0:54  
Then what sector does your business operate in?

1:00  
I could say either professional services or other, because it's a consultancy operating within sport, so like always, professional services, I guess.

1:10  
**So they're kind of broad alright aren't they?**

1:12  
Yeah, yeah.

1:14  
And actually look, you know, my that kind of category of sport let's say, often isn't ever there in those drop down menus because I guess a lot of it isn't.

1:24  
You know, for a long time it was voluntary rather than professional, if you know what I mean.

1:27  
The sector, yeah.

1:29  
So who manages the cyber security for your business?

1:34  
So, and I suppose it's myself basically.

1:40  
**Yeah, yeah.**

1:42  
Do you have cyber insurance?

1:44  
No.

1:46  
Can customers make purchases on your website?

1:49  
I have a website, but customers can it make purchases on it.

1:53  
And then how is your business website managed or maintained?

1:58  
So it's probably the, the second option for me.

2:00  
The website was set up by a third party specialist, but it's not regularly maintained.

2:04  
**OK**.

2:05  
**So and but do you reckon that question covers kind of your scenario pretty well or**

I think it does like it's up to me to kind of manage and maintain it and then go back to them.

2:16  
So that's probably accurate because I I do not regularly maintain it though.

2:20  
**Yeah, OK.**

2:22  
Yeah.

2:23  
Do you feel confident managing the cyber security of the business website?

2:29  
It's almost neither yes or no, but it's.

2:31  
I want to go with no on balance because it's definitely not my area of expertise.

2:36  
**Yeah**.

2:37  
Did you have an inventory of all your digital hardware used for your business, EGA list of all computers, mobile phones, etcetera?

2:46  
Yes, like, well, probably somewhat.

2:50  
So we have some documentation, but it may not be up to date.

2:52  
It's probably the accurate way because it's obviously quite small.

2:57  
So it's easy enough to keep a handle on it, but it's just not done kind of comprehensively or regularly, let's say.

3:05  
Yeah.

3:06  
**And like, like, would you have, say, a specific document that you keep listing things or.**

3:12  
No, not really.

3:13  
So maybe that would be.

3:14  
No, probably, wouldn't it?

3:15  
I guess.

3:16  
I guess so, Yeah.

3:17  
**So yeah, we're trying to get at, I suppose, have you got a specific process in place?**

3:22  
So yeah.

3:23  
Yeah.

3:23  
No, don't.

3:25  
Do you have an inventory of all the software used for your business?

3:28  
No.

3:29  
Like that.

3:30  
You know, I'd know it in my head, but there isn't a an inventory, and even in my head I'd probably have to spend a good while remembering stuff and writing it down.

3:39  
Do you remember the staff use their own personal devices for the business?

3:43  
Yes.

3:44  
Yeah.

3:46  
And there you're just referring to yourself basically area and or would it be contractors as well and contractors, you know, so I would give contractors, you know they would even have a leading sports dot agency e-mail address and that, but they'd be accessing it from their their own mobile or laptop.

4:03  
Yeah, yeah.

4:08  
So do you have antivirus on your devices?

4:15  
I'd say yes on some devices, as in I have it on the laptop, but I'm I wouldn't be certain about my phone.

4:22  
Yeah, to spam filters enabled on your work e-mail accounts.

4:26  
So yes.

4:28  
And that is actually managed by the e-mail provider.

4:31  
Yeah.

4:33  
Are work devices wiped of all data when they're no longer being used for the business?

4:37  
No, I would say because in fact I recently changed laptops.

4:42  
I mean, I kind of made 1/2 hour attempt to wipe the old one, but it's it's just sitting in a cupboard here anyway.

4:47  
So but you know, it wasn't done properly really.

4:52  
How do you keep the software and your devices up to date so there are automatic updates activated?

4:58  
I'd send some software applications and devices.

5:04  
What type of data does your business collect?

5:11  
Only personal data really.

5:13  
And it's almost done, Brian, like not necessarily intentionally, if you know what I mean.

5:21  
So I I I suppose it's still personal data.

5:28  
**So how how, how do you mean not intentionally as in.**

5:31  
Well some of it might be, you know let's say clients that I'm in contact with and stuff and I'd have you know might compile a database on their behalf sometimes and I'd I'd have that you know, for doing something, I don't know, database of coaches or third party something like that.

5:51  
And then other times even just all clients data, I might make an effort to put it all into a some kind of database or save it properly on Outlook or something like that.

6:02  
But it's, yeah, kind of a bit haphazard, yeah.

6:11  
So are you aware of your obligations under GDPR to report a personal data briefs breach?

6:16  
No, I didn't know that until now.

6:20  
Where do you store this data?

6:22  
So cloud storage, I take all that applies.

6:25  
So cloud storage and on a work computer and on mobile devices?

6:29  
**Yeah, perfect.**

6:32  
Do you encrypt the data that you store, so to keep the data and file this password protected?

6:41  
Only some I would say.

6:42  
So yes, I encrypt some data, very little, but and the encryption is that just, it's a password and a file?

6:50  
**Yeah**.

6:52  
Do you process customer payments over the phone?

6:53  
No.

6:55  
Do you share customer data with any third parties?

7:04  
Yeah.

7:04  
Well, I suppose outsourced personnel, yes, but only as much as they need to complete their job.

7:11  
**Yeah, yeah.**

7:13  
How do you handle data backups for critical data?

7:20  
So I I have it scheduled to automatically back up between like Google and locally.

7:33  
So I suppose it is an automatic backup, but actually it doesn't Every so often you need to kind of manually go in and help it.

7:39  
So yeah, will I just say we have automatic backup scheduled?

7:44  
Because I suppose it is.

7:45  
**Yeah**.

7:45  
Yeah.

7:46  
**Do so is, is that that you like what what sort of software, software are you using to do that?**

**7:52  
Is it just kind of you're syncing up to the cloud or just syncing up to the cloud?**

7:57  
Yeah.

7:58  
**And that's like is it Google Drive?**

8:01  
**Is it?**

8:01  
**You're using Google Drive?**

8:03  
Yeah, yeah.

8:05  
**And so, like, when you say it's scheduled, is, is it?**

8:08  
**You just have it.**

**8:09  
Is it automatically doing it all the time and sometimes it runs into a problem?**

**8:13  
Or is it something that happens like once a week or something like that?**

8:16  
I think it's in the settings that it happens daily.

8:19  
Now I'd have to go back and check the settings.

8:21  
I think that was the way I set it up, that it would happen once a day.

8:23  
Yeah but I know.

8:28  
So I think it was to do with the changeover between 1 laptop and another.

8:31  
Some of the stuff stopped syncing and I tried to do another because I I have a Mac now.

8:37  
I I tried to do it to iCloud as well and that that would back up everything and that got full and it keeps sending me messages and I just need to kind of go back in and do a bit of a clear out and sort it out.

8:46  
But so in theory, I was going to use iCloud as a second backup of the Google Drive of the local, but I sort of got 2/3 of the way through with it and then kind of, you know, got busy with something else.

8:59  
**Yeah, yeah, that's how it goes.**

9:01  
Yeah.

9:04  
So the how often do you complete a data backup?

9:06  
So it is daily as far as I know.

9:08  
Yeah, whoops.

9:10  
Sorry, Scroll down too far.

9:12  
Do you have an immutable or air gapped backups for business?

9:16  
Immutable means read only, Air gap.

9:20  
No, far as I know.

9:24  
**That's kind of the the gold standard, I suppose.**

**9:26  
So.**

**9:26  
I'd say there's there's not a lot of people answering yesterday anyway.**

9:29  
No, I hadn't even heard of either of those two phrases like, Oh yeah, are your data backups tested?

9:39  
No.

9:39  
I would say, Well, I mean, maybe yes, but I've only tested it once, you know, to go back in and check that everything was there when I changed over from one machine to the other.

9:47  
Yeah.

9:48  
Was was that?

9:48  
Yes.

9:49  
But I've tested it once, I suppose.

9:50  
Yeah.

9:50  
**Yeah, that'd be perfect.**

9:51  
Yeah.

9:52  
Do you follow Role Based access control?

10:01  
I I suppose I'm thinking of the kind of contractors here, like the people who'd come in and help out.

10:06  
And generally I would do something like set up a Dropbox or set up a shared folder just for that particular project.

10:13  
**Yeah**.

10:14  
So that's probably, yes.

10:17  
All staff have accessed only what they need.

10:20  
Yeah, yeah, even if they're not really staff.

10:22  
But you know, they're the staffing, the project, whatever, who has admin privileges.

10:30  
It's kind of an outsourced third party as in it's the, the, the IT people, let's say or the e-mail provider I guess is has admin privileges and I do as well, obviously on my machine.

10:45  
Yeah.

10:46  
**And then so your your e-mail provider is, is that just were you saying you're just using Gmail for that as well Is it like,**

well, I I don't, I've gmailed as my personal one for my work one I it's through register 365 and I have you know Outlook and stuff kind of purchased through them.

11:08  
So I have that kind of setup and the e-mail and all that and actually thinking about it, they have a backup of all of the e-mail as well.

11:15  
Yeah, but so I use them and then, you know, I kind of pay them on a monthly basis or whatever just to be there and they're kind of there at the end of the phone line for troubleshooting if stuff goes wrong.

11:27  
But it is quite e-mail based as opposed to or Outlook but as opposed to anything else.

11:32  
Yeah, but they would provide the kind of domain, you know, the domain is registered with them as well, the website and that.

11:39  
But they don't.

11:40  
I did the kind of design of the website with a different third party, Yeah.

11:47  
So I'll call myself in an outsourced third party.

11:51  
**Yeah, that's perfect.**

11:52  
Yeah.

11:54  
Do you have multi factor authentication enabled?

11:57  
It's, it's, I'd say only, yes, for some business critical applications.

12:02  
And it was almost foisted upon me, if you know what I mean by banks or by Google or whatever.

12:09  
I wouldn't actually have set it up myself probably.

12:11  
**Yeah, Yeah, Yeah.**

12:14  
So there's Authenticator app.

12:18  
I mean, I'm kind of talking about business banking here a bit or things like, you know, the way Google would set up that if you want to access your passwords and that you've got to, you know, you've got to put in a password.

12:31  
**Yeah.**

12:31  
Yeah.

12:32  
So that's probably code, I guess, isn't it?

12:35  
**Yeah, that that would be that one.**

12:36  
Yeah.

12:37  
Yeah.

12:38  
Sometimes SMS I suppose for the odd thing.

12:43  
But again, it's always like third parties set it up and they they have me do it, if you see what I mean.

12:48  
I I wouldn't set it up myself.

12:50  
**Yeah**.

12:52  
Do you or any of your employees share passwords one another?

12:55  
No, I would say to that.

12:59  
Do you require Staffs passwords to have a minimum length?

13:03  
I suppose it's the software enforces that, doesn't it?

13:07  
The they're set up on a work e-mail.

13:09  
**Yeah, that's it.**

13:10  
Yeah.

13:11  
Yeah.

13:12  
Do you worry your staff, you've password managers?

13:14  
Sorry, that was the words that I was searching for there.

13:16  
Like Google, there is a Google password manager and that's the one that makes you put in a password to get into the password manager.

13:23  
Yeah, I use that all the time actually, to save all my passwords.

13:27  
And there's a key code one in Apple as well, which it kind of forces you to use a little bit, which is kind of helpful enough as well sometimes, Yeah.

13:38  
So I would say yes, all staff, because I'm talking about me there.

13:46  
Do you enforce block listing passwords?

13:49  
I don't enforce it.

13:50  
But the, the software enforces it, I guess.

13:53  
**Yeah**.

13:54  
Yeah.

13:57  
How often do you and your employees engage in cybersecurity training?

14:01  
The staff have never engaged in cybersecurity training.

14:05  
Yeah.

14:06  
And what methods have been undertaken?

14:09  
I'll just take none there.

14:10  
Will I?

14:11  
For 37?

14:12  
**Yeah, yeah.**

14:17  
Are employees required to report any suspicious activities or security incidents?

14:22  
I say no.

14:22  
We don't have specific reporting procedures in place.

14:26  
Would you and your staff know what to do if a cyber incident occurs?

14:32  
Not sure.

14:33  
I suppose I'd probably ring a friend who I think might know about it that kind of way.

14:36  
But yeah, I'd be making it up as I go along.

14:39  
Do you have a business continuity plan in place?

14:45  
So a documented plan.

14:47  
So I don't have a documented plan, but I suppose in my head, the plan is that everything is saved to the cloud.

14:53  
Yeah.

14:53  
And I know the passwords off the top of my head.

14:55  
So in theory, I could just walk into another shop, let's say, buy a new phone and a new laptop and access all my data.

15:03  
Yeah.

15:05  
But it's not a written plan, you know.

15:07  
So I I think I'll go with no then, shouldn't I?

15:09  
**Yeah**.

15:09  
Yeah.

15:11  
OK.

15:11  
Please follow the link.

15:12  
If you were a sole trader do you think?

15:19  
No, I, I, I yeah Is is there a submit thing there as well or is the next button

will I just hit next?

15:25  
**Yeah, yeah, just next.**

15:26  
Yeah.

15:28  
Oh yeah.

15:28  
No one question is before completed question 37.

15:32  
So that was where I left.

15:33  
I'll just hit other.

15:34  
So that was on the cyber security.

15:36  
Have you undertaken another?

15:37  
Put none in the other box.

15:39  
**Yeah**.

15:40  
OK And I'll hit next again.

15:43  
**OK**.

15:43  
Thank you for completing the tool.

15:45  
Raise you to the following statements.

15:47  
The languages throughout was understandable.

15:48  
No jargon used.

15:49  
Yeah.

15:50  
No, totally.

15:51  
I think anywhere there was like, it's not jargon, but like specific terminology was explained.

15:56  
So, yeah, please comment on language used throughout the tool.

16:02  
I suppose the only thing was the sole trader question maybe was it.

16:06  
Yeah, that was the only kind of hitch.

16:08  
Yeah.

16:16  
Versus only employee in a limited liability company.

16:19  
I'll call this.

16:20  
Yeah.

16:25  
And you see this in real time as I

**no, no, it's**

**16:29  
My colleague will be getting the the responses later so well, she'll get them once you hit submit there.**

16:35  
Oh, the tool was easy to use.

16:37  
Absolutely comment on ease of use very easy to use questions were relevant to my business.

16:43  
Yes, please comment on the relevance to your business.

16:46  
I think it forces you to think more about it, you know.

16:55  
But I need it's, I'm going to say it makes me think more about what I need to do in this area.

17:01  
It was a beneficial exercise.

17:03  
Yes, please comment on the benefit of the exercise.

17:05  
Well, actually that's probably the answer to that.

17:07  
I'm going to drop that in there.

17:09  
And please comment on the relevance to your business.

17:11  
I think like cybersecurity is always relevant, isn't it?

17:15  
**Yeah, Yeah.**

**17:18  
It's just like you're saying with it just from what you're saying yourself there about how it works and you know, getting that off clients and then getting your contractors sharing stuff with them kind of online and stuff like that.**

**17:31  
It's kind of, I suppose it's it's, it's kind of convenience, but then there's a downside to it as well.**

17:37  
Absolutely.

17:38  
Do you have any other feedback for us?

17:42  
I don't think so really.

17:45  
Do you know what actually would be great, But maybe it's more like the output at the end of all of your work is like having is almost getting a little how how to do it guide for businesses of this size.

17:59  
So here's our top ten recommendations or a little how to book for small businesses if something would be lovely to get at the end.

18:07  
Yeah.

18:08  
**That that's kind of what we're working towards.**

18:10  
Yeah.

18:10  
Yeah.

18:11  
**So it's kind of trying to, I suppose we'll be trying to tailor the advice a bit.**

**18:15  
Depending on what responses you give that, you know, there'll be different advice given.**

18:19  
Will I write it in anyway even though I know that's do.

18:22  
Yeah.

18:22  
**No popping in because it.**

18:23  
Yeah.

18:23  
**That that's great feedback.**

18:25  
I'm going to say it would be great to get a how to guide at the end of the exercise pointers and recommendations for businesses this size.

18:40  
Yeah.

18:42  
OK.

18:42  
And I'll hit submit.

18:43  
Yeah.

18:44  
**Perfect.**