**Call with SME 2B 05/04/24**

Researchers voice in **bold**

0:03  
**And so, yeah, that consent and that you're seeing in front of you those check boxes, if if you can just read down through those for me.**

0:10  
Yeah.

0:11  
And I have.

0:12  
Yeah.

0:13  
Because I read the document you sent yesterday.

0:18  
Yeah.

0:21  
Yeah.

0:21  
That's all perfectly.

0:23  
So I consent voluntarily to be a participant.

0:25  
Yes.

0:26  
OK.

0:26  
I do.

0:28  
And go next.

0:30  
OK.

0:31  
So saying am I a sole trader, I'm a limited company.

0:36  
So do I just check.

0:36  
**Yes**.

0:37  
With that for a sole trader is this.

0:40  
I'm not a sole trader.

0:42  
I'm a limited company.

0:43  
Yeah.

0:43  
**So go on go on to the next option.**

0:45  
So.

0:46  
So I just say no here do I?

0:47  
**Yeah**.

0:48  
That's all right.

0:48  
Chair.

0:48  
Perfect.

0:49  
Oh, OK Oh, OK.

0:52  
So OK.

0:54  
So I just put 2 here now I I don't.

0:58  
I don't have employees.

1:00  
I have a lot of associates, but I'm not putting them down.

1:05  
Education and training, I presume It's probably the one who manages the.

1:18  
I guess there's nobody who manages it.

1:21  
I may have.

1:23  
I have somebody who manages my student platform and website.

1:28  
So I guess I can say an outsourced sourced, but that's that's to do with my training company.

1:40  
In terms of my.

1:41  
I guess he's.

1:41  
Yeah, I suppose he's.

1:43  
I suppose.

1:43  
Yeah.

1:43  
I put outsourced.

1:49  
**Yeah**.

1:49  
Because we have a special authenticate your code to get into the website, so I presume I guess I'm answering these questions correctly.

2:02  
I don't have cyber insurance.

2:05  
I didn't know there was cyber insurance.

2:09  
No, I don't have cyber insurance.

2:13  
Yes, they can.

2:14  
But nobody does make purchases on my website.

2:21  
I can.

2:21  
I click what it is, but I generally invoice people.

2:28  
OK.

2:28  
It's outsourced.

2:32  
OK Yeah.

2:43  
Really.

2:43  
I'm in an inventory of digital airway.

2:45  
We really, it's just my computer, my husband's computer and our mobile phones.

2:49  
That's it.

2:51  
So I guess yes.

2:54  
So it's kind of like just informal that you there's so little there that you kind of yeah we we both have our our laptops and phones and that's really you know that's really all the hard you know yeah that's it like we've got printers but that's it.

3:10  
I assume that's all.

3:11  
**Yeah**.

3:11  
So we kind of know what we have.

3:13  
We don't have.

3:13  
It's not a big company.

3:19  
Yeah.

3:20  
We yeah, we use I I use Microsoft and don't really use Google Docs really it's more OneDrive and on my computer.

3:30  
So yes, I guess is is the answer to that.

3:38  
Do you remember staff use their own personal devices Well Oh well I guess we you know my mobile phone I use personally and for the business.

3:47  
So I guess it's yes, we use it for, it's personal but it's also business.

3:55  
So did I take yes there?

3:57  
Yeah.

3:57  
Yeah, I guess so.

3:59  
**So you're you're just saying that you you just have one phone number and it's easy for both.**

4:03  
Yeah.

4:03  
Yeah, yeah.

4:08  
Oh God this question was asked before and I'm I, I, I, I to event here I have to go down and ask my husband.

4:18  
I think we do.

4:19  
We've always had something like \*\*\*\*\*\*\* what are they called?

4:22  
I can't remember.

4:24  
I I we do.

4:28  
Yes, it's managed.

4:34  
So do you have spam filters enabled in your work e-mail accounts?

4:39  
I presume it's managed.

4:40  
Yeah, it's managed by the e-mail provider because stuff goes into my spam.

4:48  
That's probably no I I I do wipe data as and when I don't need it anymore.

4:58  
So I suppose let's say yes, I'm sorry, click no.

5:02  
That's a yes.

5:08  
So just manually update.

5:10  
We have automatically activated also for updates.

5:14  
Activated on some I suppose.

5:16  
No, I have automatic updates.

5:24  
No, it's just really emails, names, phone numbers.

5:31  
No, no, it's really just e-mail, Name, phone numbers is the kind of personal data.

5:45  
Yes, I do know that about GDP or OK, I have cloud on my work computer.

5:54  
I don't really have data on my mobile.

5:58  
I would have on paper cloud.

6:02  
Yeah, that's it.

6:09  
Well, my computer is password protected, but I don't necessarily have files that are password protected.

6:19  
So what do I answer for that

**So that that would be no in that case.**

6:25  
I don't, I don't encrypt.

6:27  
OK, thank you.

6:29  
No, don't process payments over the phone.

6:34  
You sure customer judgment that delivery driver is not directly hard, why?

6:38  
No, I don't share customer data with any third parties.

6:46  
No, I perform manual backups, but also stuff on OneDrive, so that's there.

7:00  
So.

7:00  
But on my computer I do a manual backup.

7:05  
I presume that that's what that means.

7:10  
Yeah.

7:11  
How often do you?

7:11  
Oh yeah, OK, I'll probably be bold.

7:16  
Probably monthly.

7:23  
Do you have an immutable or error gapped backups for your business Critical data read only air gap means having a direct connection to the Internet or to any other computer that's connected.

7:38  
So I don't, I'm not sure what that means.

7:44  
27.

7:46  
**Yeah, that that's kind of technical.**

7:47  
All right.

7:49  
**So air gap would be.**

**7:51  
An example of air gap would be if you had an external hard drive, say that you kind of came in once a week with an external hard drive and backed up and then you disconnected the hard drive and turned it off so that it wasn't connected to any computer systems.**

8:03  
That's why that's what I do when I do the kind of backups.

8:10  
I put it on an external drive that's completely separate that I disconnect.

8:16  
So is that a yes?

8:18  
Yeah.

8:18  
**And so the the other part within is immutable**.

8:22  
**So that means once it's been written that it can't be kind of modified or deleted.**

8:28  
**So I'm guessing that if you were just doing it yourself, if you reconnect your your drive to the system, you'd be able to kind of go in and delete files off it if you wanted.**

8:39  
Yeah, so that.

8:40  
**So you'd have to say no there because it's not both of them.**

8:43  
OK, OK, OK.

8:47  
Are your data back backups tested?

8:51  
So now this is like where I put Stefan to this external drive and I check if it's still there.

8:58  
Or is that is that what that means?

9:00  
**Pretty much.**

9:01  
**It'd be like I suppose to test your backups and external drive.**

**9:05  
What you'd normally do is maybe connect it to your computer and create a new folder in your computer and try and copy the data back over and see could you access it as normal.**

**9:14  
Do you know just to test it can actually use it?**

9:16  
Yeah, yeah, I would do that.

9:18  
But I don't do it that often anymore because particularly since I've now, I put a lot of stuff on one drive.

9:25  
And yeah, that's where I store a lot of stuff from now, rather than on my computer or on another disk, which I used to only have it on my computer or another disk, but now I put a lot of stuff in one drive which I move in and out of.

9:42  
So on the other disk, I I don't necessarily test it that often.

9:51  
It's only if I needed to.

9:56  
Yeah, it's rare.

9:57  
That'd be rare.

9:57  
I'd do that, yeah, but I had tested it, so I'll just put annually because I don't.

10:05  
Do you follow Role Based Access Control?

10:08  
This is where employees only have access to information, software that is needed for them.

10:18  
I also have access to only what they need.

10:20  
Yeah, well, my husband does all the accounts.

10:24  
I do everything else.

10:25  
He has this stuff in his computer.

10:27  
I don't have access to his.

10:29  
He doesn't have access to mine.

10:32  
**Yeah yeah, so that's yeah.**

10:36  
The permissions that allow you to perform certain functions on a system and such as enrolling, software changing.

10:45  
I used to perform certain functions.

10:50  
It's OK that's probably outsourced.

10:59  
I had somebody who's installed all my stuff on my computer.

11:02  
I haven't done that.

11:04  
**Yeah.**

11:04  
So I presume outsourced third party.

11:07  
Do you have multi factor?

11:09  
Yes I do for I have that.

11:14  
That is for to get into the website for my training business.

11:18  
So yes it's for some not for my own website.

11:22  
At my personal I've I've two businesses so I have one business which is for my coaching and my supervision and I have another business which is coach training business which has a student platform and all the materials and everything.

11:36  
So that is multi factor authentication but that's it's only for some yes for some business what type?

11:47  
Oh OK Authenticator app.

11:52  
OK, yes, some chat passwords are shared.

12:05  
Well, I guess yes, the software enforces it.

12:13  
What are password managers?

12:19  
**Oh, you're you're asking me.**

12:20  
**And so if, yeah, kind of a program that stores all your passwords and then you use kind of one master password to access them all, you might see it in a web browser sometimes.**

12:29  
No, I don't.

12:30  
I know this whole thing about wallets and passwords.

12:32  
I'm.

12:32  
I'm always afraid of putting stuff into them.

12:35  
So I just have to kind of remember them.

12:37  
I have them kind of, you know, secretly put on something here.

12:41  
And do you enforce block listing passwords?

12:53  
Yeah, I guess.

12:53  
Here we make sure that we don't have, they're not easy.

12:56  
Yes.

12:59  
No, we haven't had any.

13:02  
No stat, no cyber, No.

13:04  
We've never engaged, not really any training.

13:11  
So, OK, it doesn't tell me.

13:18  
It just says tick all their supply.

13:19  
But I haven't done any cybersecurity training.

13:22  
Oh no, that's that's not true.

13:23  
I did listen to something that the coaching community did.

13:29  
So maybe it was a video.

13:31  
I'll just put that our employees were required reporting.

13:37  
Well, yeah, we will.

13:39  
Between the two of us.

13:41  
Would you yourself know what to do?

13:48  
No, not really.

13:49  
We'd probably have to get guidance.

13:54  
Do you have a business continuity plan in place there?

14:02  
No, not really.

14:06  
OK, please follow the link if you're a sole trader.

14:11  
What have I got to do here?

14:14  
**Yeah, you can ignore that.**

14:15  
And there should be a next button around there.

14:17  
Some result.

14:18  
OK, perfect.

14:19  
OK, Oh, OK.

14:24  
Some jargon I would say.

14:29  
Please comment on language.

14:30  
You said the two.

14:45  
What was that jargon that I didn't understand?

14:47  
What was it?

14:47  
So immutable.

14:50  
Yeah.

14:51  
Immutable.

14:51  
**That's the one.**

14:52  
**Air gapped.**

14:54  
OK.

14:54  
That was probably the only one actually, wasn't it?

14:56  
I think.

14:57  
**Yeah.**

**14:57  
You're asking about password manager as well.**

**14:59  
But you knew what they were.**

15:00  
All right.

15:01  
But it was just.

15:01  
Yeah, Yeah.

15:03  
Yeah.

15:04  
That there.

15:05  
Yes.

15:05  
Take it in as well.

15:06  
Yeah.

15:06  
It's.

15:06  
It's great to know.

15:07  
No.

15:08  
OK.

15:19  
I'm just there.

15:25  
Excuse me.

15:30  
Oh gosh.

15:31  
Sorry.

15:32  
I see you.

15:33  
Thanks.

17:04  
OK, hold on.

17:06  
That's that's fantastic and it's a great help.