# Information Security and UST

An induction training program on protecting valuable business information

**July 2022**

# Objective of the program

**To give you an overview of;**

- Information Security, Data Privacy, and Business Continuity
- Information Security, Data Privacy policies and practices at UST
- Your Information Security responsibilities as a USsociate

# UST Information Security policy

> *It is the policy of UST that information must be protected in all its forms, on all media, during all phases of its lifecycle, from unauthorized or inappropriate access, use, modification, disclosure, or destruction*

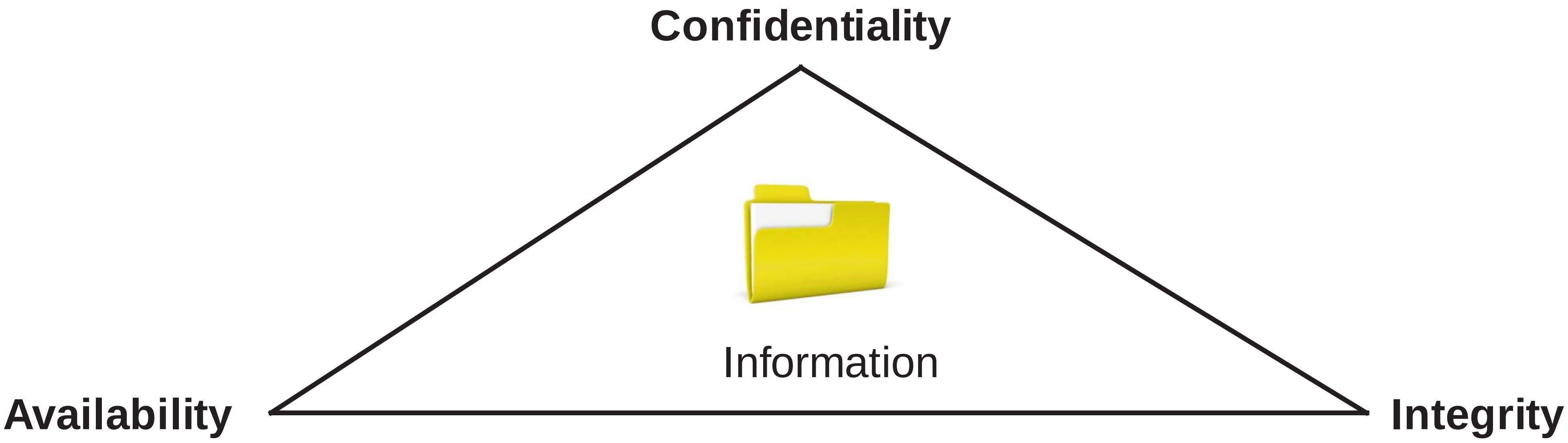
## Privacy vision statement

To build an environment in which privacy and data protection mandates are effectively fulfilled, thereby increasing the confidence that our employees, customers and other stakeholders have in UST while handling personal data

# What is Information Security?

Information Security focuses on protection of **Confidentiality**, **Integrity** and **Availability** of information

That's **CIA,** simple isn't it?



**Confidentiality**

Information

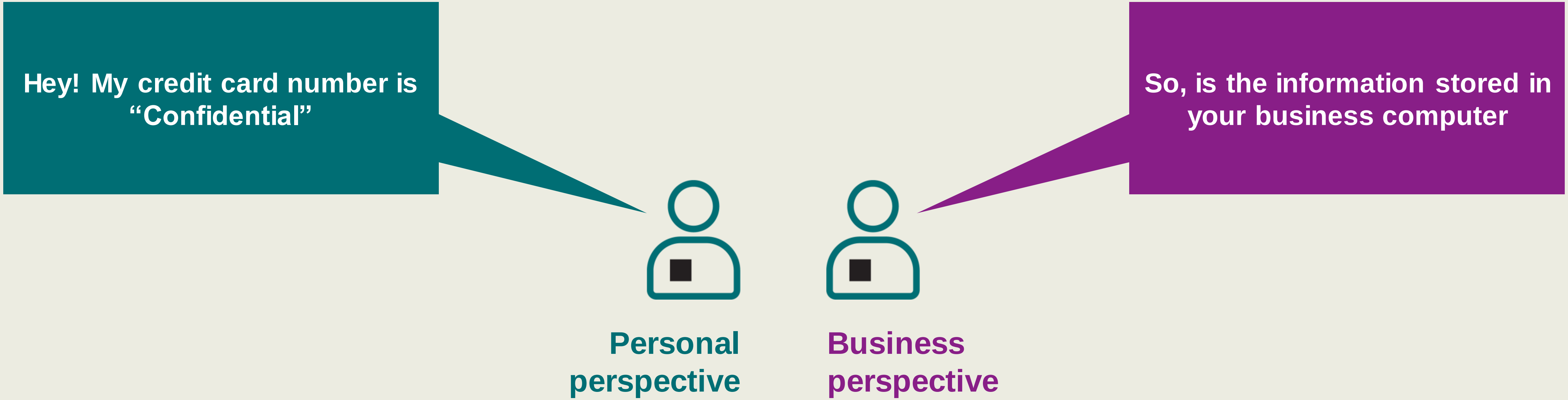
**Availability**

**Integrity**

# What is Confidentiality?

**Making sure only those people who are supposed to see the information, see it.**

**Example: A password or PIN number enforces Confidentiality**



**Hey! My credit card number is "Confidential"**

**So, is the information stored in your business computer**

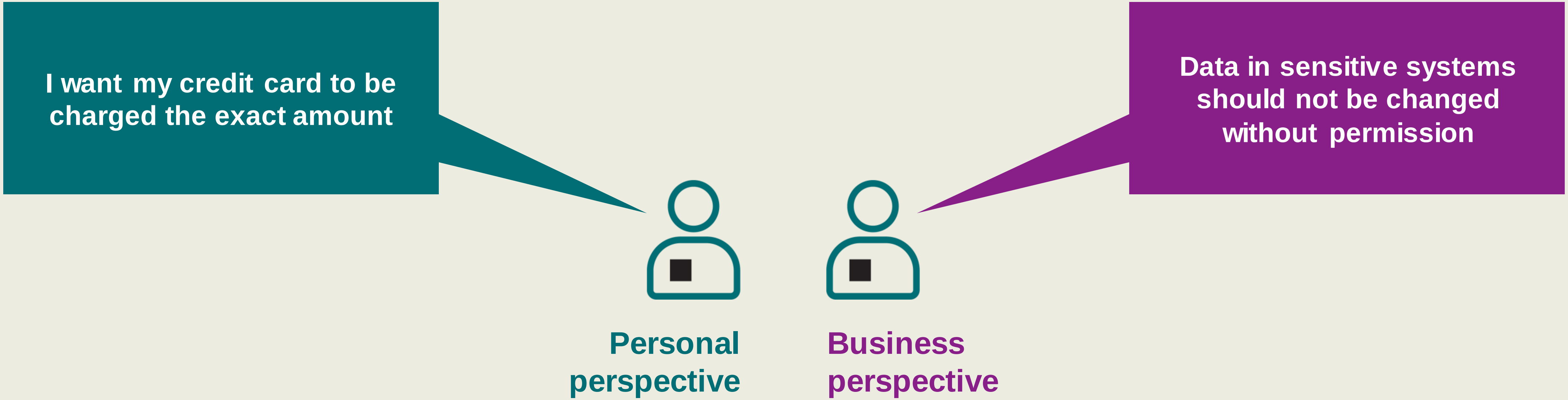
**Personal perspective**

**Business perspective**

# What is Integrity?

**Making sure only those people who are supposed to change (edit) the information, can change it.**

**Example: File permissions enforce Integrity**



I want my credit card to be charged the exact amount

Data in sensitive systems should not be changed without permission

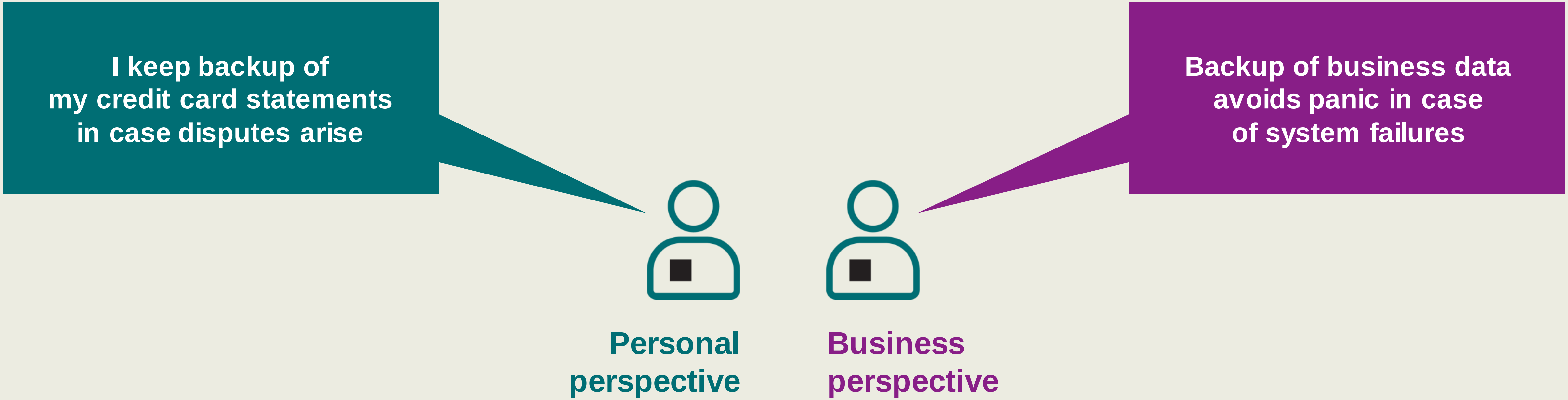
Personal perspective

Business perspective

# What is Availability?

**Making sure that the information is available when the authorized people need it.**

**Example: Backups ensure Availability**



I keep backup of my credit card statements in case disputes arise

Backup of business data avoids panic in case of system failures

Personal perspective

Business perspective

# The human element in Information Security

Human brain hold around more data compared to electronic/paper media. So most information security leaks happen via human beings …i.e., you and me!

**Research shows that Information is held as follows;**

- Human brain – 42%,
- Electronic media – 26%,
- Paper media – 20%,
- Others – 12%

# Information Security Management System (ISMS)

- What is ISMS?
- What is the objective of ISMS?

# Objective of ISMS

## We handle different types of sensitive information such as client data, UST's own information and employee data

**These information is essential for executing business processes, satisfying client requirements and adhering to the laws of the land**

ISMS helps us to;

- Centrally manage and co-ordinate security efforts effectively
- Continuously assess and improve our security posture
- Integrate clients and regulatory requirements into the information security policies and practices
- Investigate incidents and take appropriate actions

# Certifications

- In July 2006, UST successfully complied and was certified on the upgraded version of BS7799, which is ISO27001:2005
- In June 2015, UST upgraded to ISO 27001:2013 version
- In February 2017, UST successfully complied and certified on ISO 22301:2012
- PCIDSS certification for T Mobile account
- HITRUST certified from 2018
- Successfully certified on SOC 2 in 2018
- Malaysia centre is certified with ISO 2000
- Few regions are ISO 9001 certified

# Information Security responsibilities

- Our primary information security responsibility is to protect the “Confidentiality, Integrity and Availability” of Information

- Information here means, information belonging to UST and information belonging to our clients

# By protecting information

… you ensure continuous availability of information and information systems that help in the growth of the business

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# By protecting information

… you give confidence and assurance to our customers that their information is safe with us. This drives more business

# By protecting information

… you are on the right side of information protection laws in various geographies that we operate in

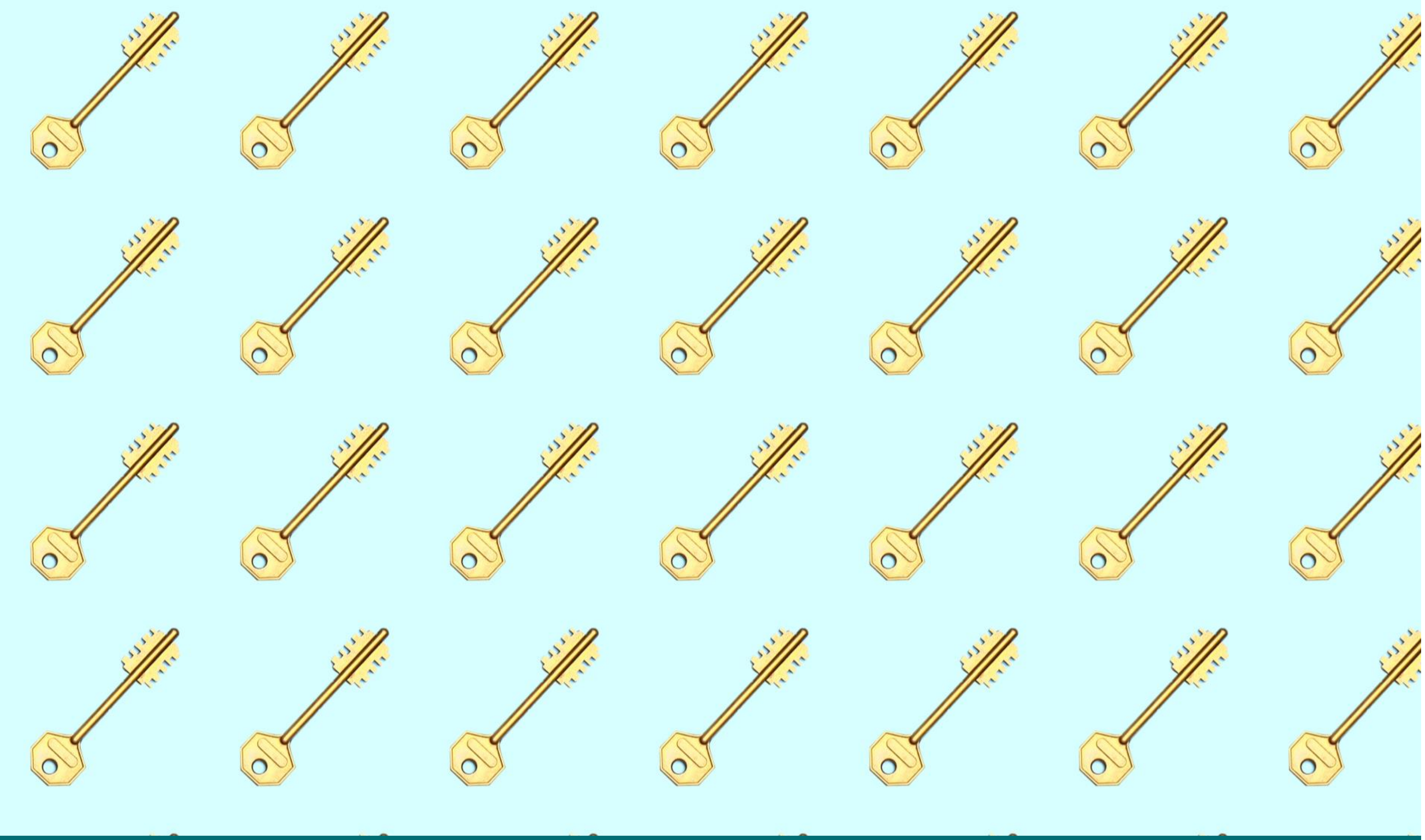
# Physical security and visitor access control

## What does it mean?

- Ensure that only authorized users enter UST facilities
- Ensure that access to sensitive information for external parties is provided only after authorization

## How to practice it?

- Use your access card to enter the facility
- Do not tailgate
- Register visitors, declare their computing devices and escort them at all time when inside the facility



# Computers and applications access control

## What does it mean?

- Access to sensitive systems and applications is a privilege. Treat it with respect

## How to practice it?

- Never share your passwords or access cards with anyone
- Use strong passwords as directed by the password management policies set by the organization

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# Example: Access control in action!

An example of EXEMPLARY compliance to information security!

Hi, I am your Senior Manager. I need your password. It is urgent

Sorry. I can’t do that!

You don’t have to share your passwords with anyone, including your Senior Manager

# Email security

**What does it mean?**

- Avoid information leakage through email
- Be careful of worms and viruses in email attachments

**How to practice it?**

- Use official emails only for official purposes
- Do not open suspicious attachments
- Do not forward inappropriate emails to official email ID’s

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# Clear desk/Clear screen

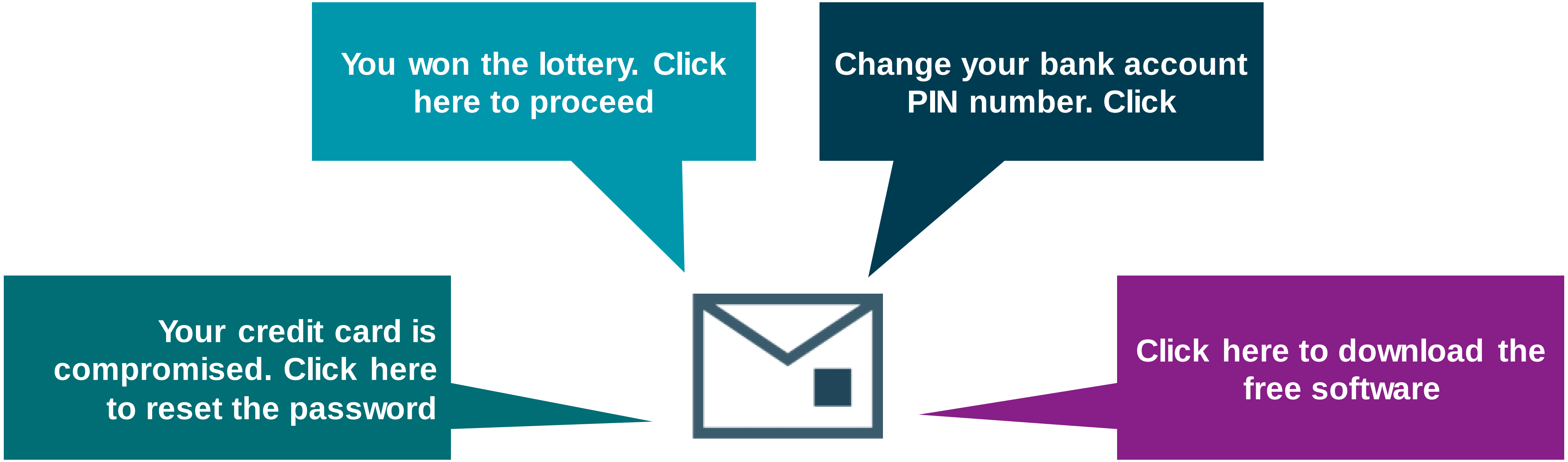
**What does it mean?**

- Reduce possibilities of information being openly visible and accessible to unauthorized people

**How to practice it?**

- Lock workstations while leaving the work desk
- Lock sensitive documents in the cabinet after use
- Wipe white boards after meetings are over
- Pick printouts immediately after printing

# Example: Email security threats: Phishing



You won the lottery. Click here to proceed

Change your bank account PIN number. Click

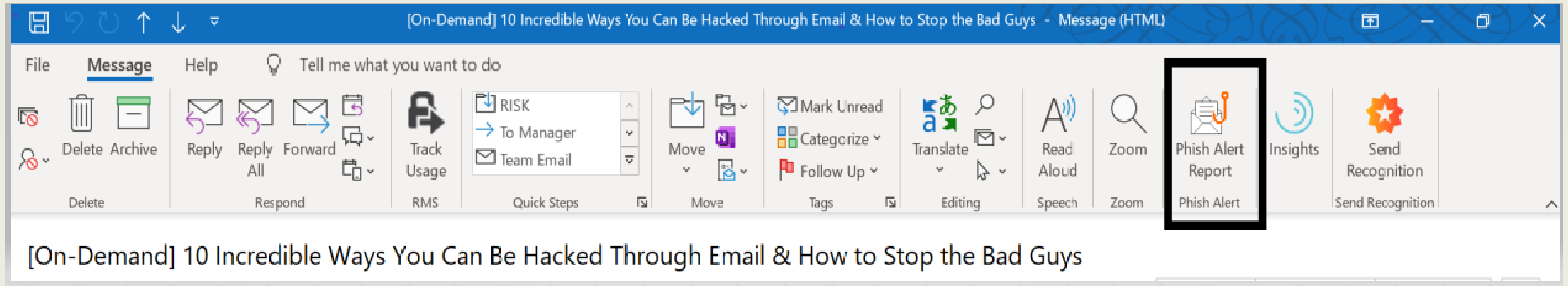
Your credit card is compromised. Click here to reset the password

Click here to download the free software

**Beware of Phishing mails**

- Criminals use techniques such as “phishing emails” to entice you into, revealing sensitive information such as bank account numbers, PIN and credit card details. They may also entice you into installing malicious software
- Stay safe by avoiding emails or SMS messages that ask you for sensitive information. Stay alert!

# Phish Alert Button



[On-Demand] 10 Incredible Ways You Can Be Hacked Through Email & How to Stop the Bad Guys - Message (HTML)

[On-Demand] 10 Incredible Ways You Can Be Hacked Through Email & How to Stop the Bad Guys

The perfect solution to phishing is to report the suspicious emails using the Phishing Alert button. It is a safe and easy way to tackle any suspicious email as this feature sends the phishing email to the security department for an in-depth analysis of the threat - all at just one click!

# Internet security

## What does it mean?

- Avoid information leakage through Internet
- Use Internet for business and use it responsibly

## How to practice it?

- Do not download and install unauthorized software
- Be careful of what you browse. **Your Internet activity is tracked**

# Internet security (social networking/blogging)

## What does it mean?

- UST information should never be posted in publicly accessible forums such as social networks and blogs

## How to practice it?

- Do not post sensitive UST information on publicly accessible sites

# Example: Internet security **don’t’s**

**The Internet should be used only for UST business**

- Do not use the company network for commercial purposes that are not work related
- Excessive or inappropriate personal use
- Do not use Internet access to send or receive business communications, or visit web sites containing offensive content
- Do not use the Internet to defraud, harass or defame others
- Do not violate copyrights or other intellectual property rights
- Do not violate any company policy; or any applicable law, ordinance or regulation

# Information disclosure and social engineering

Hi, I am calling from Express India publications. Your manager has asked me to contact you for collecting some important business information

I think you better contact ISMS team

**Social engineering:** Is a technique through which attackers steal information from human beings (through telephones, email, direct contact etc.)

Refer all request for UST business information immediately to ISMS

# Mobile phone and portable media usage

**What does it mean?**

- Avoid information leakage through portable media devices
- Avoid using unauthorized communication apps (like WhatsApp) for official use

**How to practice it?**

- Portable storage media such as USB drives/external hard drives are not allowed inside the office

# Portable computing devices (laptops)

**What does it mean?**

- Protect portable computing devices such as laptops from theft and accidental loss

**How to practice it?**

- Always carry these devices with you
- Never put laptops in check-in luggage while flying
- Never leave laptops unattended at public places

# Secure information disposal

**What does it mean?**

- To ensure that sensitive information, after usage, does not fall into the wrong hands

**How to practice it?**

- Destroy sensitive information or information devices after usage
- For paper documents, use the shredder

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# Insider Threat

An insider threat refers to a cyber security risk that originates from within an organization. It typically occurs when a current or former employee, contractor, vendor, or partner with authorized access misuses that access to negatively impact the organization's critical information or systems. An insider threat may be executed intentionally or unintentionally. The threat may involve fraud, the theft of confidential or commercially valuable information, the theft of intellectual property, or the sabotage of computer systems.

**Key Points to be noted:**

- Monitor and review access rights granted to the associates on a regular basis.
- Be cautious while sending emails – ensure the recipient address and email content is correct.
- Follow organizational policies without fail.
- If you find or suspect something suspicious, report it.

# Incident reporting

**What does it mean?**

- To prevent incidents from becoming catastrophes

**How to practice it?**

- Report information security incidents as soon as you see it or you suspect it

# Examples of information security incidents

- A misbehaving computer. It could be a virus or worm. Report it before it becomes serious
- A missing file or document
- A stolen laptop
- A stranger without valid identification inside the facility
- An unattended laptop or information device
- Someone taking photos inside the facility or using a portable storage media
- Someone sharing passwords
- UST information posted publicly on the Internet
- An empty meeting room with sensitive information on the whiteboard
- Anything else that is against UST Information Security policies

# Reporting information security incidents

To report a security incident send a mail explaining about the violation to

**SecurityIncidentReporting@ust.com**

**or**

**Ishelpdesk@ust.com**

or report the Security Incident through ServiceNow under IT section

# What is Personally Identifiable Information (PII) ?

**PII (Personally Identifiable Information) is any information about an individual that can be used to distinguish or trance an individual's identity or can be linked to an individual**

Examples of PII

- Name
- Date of Birth
- Mother's maiden name
- Social Security number
- Financial records
- Email address
- Health Information
- Passport number
- Driver's license number, etc

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# The need to protect PII

- Regardless of how the data is lost, the cost of a data breach can be huge. Fines are one of the most widely-known consequences of losing personal data, and they can be very expensive (e.g., up to $1.5 million per year in the case of a breach of healthcare records in violation of the Health Insurance Portability and Accountability Act [HIPAA] regulation or up to £500,000 from the UK Information Commissioner)
- However, the consequences extend much further and include reputation damage, loss of customer trust, employee dissatisfaction and attrition, and clean-up costs following the breach

# Do’s and Don’t for data privacy

## ✓ Do’s

- Strictly follow the information security practices
- Treat personal data held about individuals as though it were held about you
- Hold personal data about people only when necessary
- Ensure personal data is kept accurate and up to date
- Ensure all personal data is disposed of as confidential waste
- Report immediately, any accidental or deliberate release of personal information to ISMS@ust.com

  SecurityIncidentReporting@ust.com

## ✗ Don’ts

- Never disclose PII information to anyone in the organization or to an external organization
- Don’t Disclose any personal data over the telephone
- Leave personal data insecure in any way, whether it is physical files or information held electronically
- Use personal data, held for one purpose, for a different purpose without permission from the data subject
- Put personal data about an individual on the Internet or in social media without their permission

# ISMS awareness trainings

- ISMS trainings are mandatory and should be completed within the given due date
- Trainings will be rolled out via ISMS training platform – KnowBe4 or Orion HRMS
- The link to the training and the due date will be mentioned in the notification email

If you face any issues in accessing the link please contact:

**GAMA Helpdesk**
GAMAHelpdesk@ust.com – For Trainings via Orion HRMS

**Security Learning**
securitylearning@ust.com – For Trainings via KnowBe4

# Business Continuity Planning (BCP)

"UST is committed to developing & implementing a Business Continuity Plan, to reduce the threat to critical business functions; to protect its employees & assets, to recover & resume its critical business functions to operate within business acceptable time frame following a crisis or a disaster"

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# Define: Business Continuity Planning

> **The process of developing advance arrangements and procedures that enable an organization to respond to an event in such a manner that critical business functions continue with planned levels of interruption or essential change**

## UST practice

- Management level continuity plan
- Account level continuity plan
- Function level continuity Plan
- Service level continuity Plan
- UST has mainly Account, Functional and Service level continuity plan which is monitored at the management level

# Good Information Security makes us a winner

## Practice It

- Information Security focuses on protecting the C, I and A of information
- Information security helps the business to grow by gaining the confidence of customers and by helping to be on the right side of the law
- Each of us must exercise our information security responsibilities by applying the safe security practices at work

# To know more

## For more information

**To access UST Information security policy and procedures,**

Click Here

**Connect with us @**

isms@ust.com;

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# Copyright and confidentiality notice

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# Thank you

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