Information security policy

This document outlines the policies and procedures all staff are required to adhere to when dealing with client information.

CRS Technologies (RF) (Pty) Ltd - 2000/009010/07
+27 11 259 4700 (t) • +27 11 259 4750 (f) • info@crs.co.za • crs.co.za
Centric House, Mellis Court, Mellis Road, Rivonia, 2128 • PO Box 2712, Rivonia, Gauteng, 2128
Director: M. Moodle

Policy

'Confidential Information' refers to any information or document that a business or individual does not wish to make public. It can include anything that has been acquired by or made available to an individual or other legal entity in the course of the relationship between the parties.

It may include, but is not limited to, any information or documents about a business's organisational structure, activities, operating procedures, products and services, intellectual property, trade secrets and know how, finances, plans, transactions and policies, all employee records, pay runs and client data.

We treat all information as confidential.

Procedures

Client Data Termination/Implementation Completion

- Client sign-off required.
- On completion of client installation or termination, the following actions are required by staff:
    - *Developers only*: push final changes to developer branch for master release.
    - All confidential communication, from client-related to confidential, must be permanently deleted or moved to a secure encryption location.
    - All database backups and archived information must be permanently deleted.
    - Off-site backups to be removed and recycled.
    - *Developer only*: developer environment cleaned of client data, super admin remains.
    - Production environment is cleaned and all backups removed.
    - Live systems and databases are checked for confidential information.
    - Removal confirmation letters from all staff are required before certificate will be issued.
    - Issue client certificate.

Client Database Backups

This process is for dealing with client data received from the client for analysis or advanced stage debugging.

- Client sign-off required.
- On completion of action task the following actions are taken by staff:

- Delete client database version from:
  - Development
  - Quality Assurance
  - Production
- *Developer only*: Delete local instance.
- Delete all communication related to the transfer of the database.
- Delete the SFTP client database backup.
- Live systems and databases are checked for confidential information and removed.
- Issue client certificate.

Client On-Premise

- Client access sign-off is required.
- Remote access details.
- VPN details.
- Monitoring details (Team Viewer).
- No employees will be modified or viewed.
- Access to employee pay items are restricted and no access unless client accesses the employee.
- If you require access to an employee the client should create a test employee.
- No screen captures allowed, unless client taken and emailed.
- No screen recorders are allowed, unless client stipulated.
- No USB devices are allowed, unless client backup required for analysis in writing signed off by the client.

Client Emails with Confidential Files

- All files or emails containing the following information must be removed and permanently deleted;
  - Passwords (StoreVault is required)
  - RDP details (remote connection manager is required)
  - VPN details
  - Backups
  - Import or CSV files
- If files cannot be deleted, they will need to be stored on the CRS file server, and will be scheduled for compression and encryption. These files are password-protected and require administrator access.
- Issue client certificate.

The CRS Way

CRS Technologies employees are always required to adhere to these policies and procedures when dealing with client and company data.

All employees who have/had access to client data will be required to sign off the client certificate on completion or termination of the project and/or employment.

Document Review Outline (Admin Use Only)

Author	**Review Team**	**Date**
Ian M	Ian	Dec 2017
Ian M	Ian, Graham, Mat	Dec 2018
Mat P	Ian, Mat	Dec 2019
Nicol M	Nicol	July 2021