

Milecastle Primary School



Information Security Policy

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Date: November 2018

Review date: September 2019

Introduction

In May 2018 the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA) became enforceable across the United Kingdom. As part of Milecastle Primary School's programme to comply with the new legislation it has written a new suite of Information Governance policies.

The Information Security Policy outlines the School's organisational security processes and standards. The policy is based upon the sixth principle of the GDPR which states organisations must protect the personal data, which it processes, against unauthorised loss by implementing appropriate technical and organisational measures. This policy has been written using the security framework recommended by ISO: 27000:1 (internationally recognised information Security standard).

This policy should be read in conjunction with the other policies in the School's Information Governance policy framework with particular focus on the Acceptable Use Policy and the Information Security Incident Reporting Policy.

Scope

All policies in the Information Governance policy framework apply to all School employees, any authorised agents working on behalf of the School, including temporary or agency employees, and third party contractors.

Individuals who are found to knowingly or recklessly infringe these policies may face disciplinary action.

The policies apply to information in all forms including, but not limited to:

- Hard copy or documents printed or written on paper,
- Information or data stored electronically, including scanned images,
- Communications sent by post/courier or using electronic means such as email, fax or electronic file transfer,
- Information or data stored on or transferred to removable media such as tape, CD, DVD, USB storage device or memory card,
- Information stored on portable computing devices including mobile phones, tablets, cameras and laptops,
- Speech, voice recordings and verbal communications, including voicemail,
- Published web content, for example intranet and internet,
- Photographs and other digital images.

Access Control

The School will maintain control over access to the personal data that it processes.

These controls will differ depending on the format of the data and the status of the individual accessing the data. The School will maintain an audit log detailing which individuals have access to which systems (both electronic and manual). This log will be maintained by Suzanne Richardson, Headteacher.

Manual Filing Systems

Access to manual filing systems (i.e. non-electronic systems) will be controlled by a key management system. All files, that contain personal data, will be locked away in lockable storage units, such as a filing cabinet or a document safe, when not in use.

Keys to storage units will be kept secure by the employees who are responsible for the keys. Suzanne Richardson, Headteacher will be responsible for allocating keys to individuals across the school. Access to keys will only be given to individuals who require it to carry out legitimate business functions.

Electronic Systems

Access to electronic systems will be controlled through a system of user authentication. Individuals will be given access to electronic filing systems if required to carry out legitimate functions. A two tier authentication system will be implemented across all electronic systems. The two tiers will be user and unique Password. An additional tier of authentication involving a code sent to the individual's mobile phone will be required to access the Office 365 cloud storage system outside of the school premises.

Individuals will be required to change their password when prompted by the system (every 12 weeks) and user names will be suspended either when an individual is on long term absence or when an individual leaves employment of the School.

Software and Systems Audit Logs

The School will ensure that all software and systems have inbuilt audit logs so that the School can ensure it can monitor what employees and users have accessed and what changes may have been made. Although this is not a preventative measure it does ensure that the integrity of the data can be assured and also deters individuals from accessing records without authorisation.

Data Shielding

The School does not allow employees to access the personal data of family members or close friends. Employees should declare, upon employment, whether they are aware of any family members or friends who are registered at the School.

The School will then keep paper files in a separate filing cabinet (with access restricted to minimal employees) and any electronic files will be locked down so that the declaring employee cannot access that data.

Employees who knowingly do not declare family and friends registered at the School may face disciplinary proceedings and may be charged with an offence under Section 170 of the Data Protection Act 2018 (unauthorised access to information).

External Access

On occasions the School will need to allow individuals, who are not employees of the School, to have access to data systems. This could be, for example, for audit

purposes, to fulfil an inspection, when agency staff have been brought in, or because of a Partnership arrangement with another School. Suzanne Richardson is required to authorise all instances of third parties having access to systems. If the above individual is not available to authorise access then access can also be authorised by Clare Dillon.

An access log, detailing who has been given access to what systems and who authorised the access, will be maintained by the School.

Physical Security

The School will maintain high standards of Physical Security to prevent unauthorised access to personal data. The following controls will be maintained by the School:

Clear Desk Policy

Individuals will not leave personal data on desks, or any other working areas, unattended and will use the lockable storage units/cupboards provided to secure personal data when not in use.

Alarm System

Through C.D.S Security and Fire, our intruder alarm maintenance company, the School will maintain a security alarm system at its premises so that, when the premises are not occupied, an adequate level of security is still in operation.

Building Access

External doors to the premises will be locked when the premises are not occupied. Only authorised employees will be key holders for the building premises. Suzanne Richardson, Headteacher will be responsible for authorising key distribution and will maintain a log of key holders.

Internal Access

Internal areas, which are off limits to pupils and parents, will be kept locked and only accessed through pin numbers or keys. Pin numbers will be changed every six months or whenever a member of staff leaves the organisation.

Visitor Control

Visitors to the School will be required to sign in a visitor's book and state their name, organisation, car registration (if applicable) and nature of business. Visitors will be escorted throughout the School and will not be allowed to access restricted areas without employee supervision. Visitor appointments should be recorded in the school diary so that the office staff know who is expected each day and can contact the relevant member of staff when the visitor arrives.

Visitor books will be locked away at the end of the working day and kept for current financial year + six years.

Environmental Security

As well as maintaining high standards of physical security, to protect against unauthorised access to personal data, the School must also protect data against environmental and natural hazards such as power loss, fire, and floods.

It is accepted that these hazards may be beyond the control of School but the School will implement the following mitigating controls:

Back Ups

The School will back up their electronic data and systems daily to the cloud service that is provided by the Newcastle City Council (NCC) IT Service Level Agreement (SLA). This arrangement is governed by a data processing agreement with NCC IT Services. Should the School's electronic systems be compromised by an environmental or natural hazard then the School will be able to reinstate the data from the backup with minimal destruction.

Fire Proof Cabinets

The School will keep child protection records, pupil records and employee records in lockable data storage cabinets that can withstand exposure to fires for a short period of time. This will protect paper records, held in the cabinets, from any minor fires that break out on the building premises.

Fire Doors

Areas of the premises which contain paper records or core electronic equipment, such as server boxes, are fitted with fire doors so that data contained within those areas will be protected, for a period of time, against any fires that break out on the premises. Fire doors must not be propped open unless automatic door releases are installed.

Fire Alarm System

The School will maintain the fire alarm system at its premises to alert individuals of potential fires and so the necessary fire protocols can be followed.

Systems Security

As well as physical security the School also protects against hazards to its IT network and electronic systems. It is recognised that the loss of, or damage to, IT systems could affect the School's ability to operate and could potentially endanger the lives of its Pupils.

The School will implement the following systems security controls in order to mitigate risks to electronic systems:

Software Download Restrictions

Employees must request authorisation from Suzanne Richardson, Clare Dillon or Denise Wigham if they would like to have some software added to the School's IT systems. Suzanne Richardson, Clare Dillon or Denise Wigham will ask NCC IT

Services to vet the software to confirm its security certificate and ensure the software is not malicious. NCC IT Services will retain a list of trusted software so that this can be downloaded on to individual desktops without disruption.

Phishing Emails

In order to avoid the School's computer systems from being compromised through phishing emails - employees are encouraged not to click on links that have been sent to them in emails when the source of that email is unverified. Employees will also take care when clicking on links from trusted sources in case those email accounts have been compromised. If employees are unsure about the validity of an email, they will seek advice from Suzanne Richardson or Clare Dillon before opening an email. If necessary, the email will be forwarded to NCC IT Services for further investigation.

Firewalls and Anti-Virus Software

Through the NCC IT SLA, the School will ensure that the firewalls and anti-virus software is installed on electronic devices and routers. The School will update the firewalls and anti-virus software when updates are made available and when advised to do so by NCC IT Services. As part of the SLA purchasing process, the School will review its firewalls and anti-virus software on an annual basis and decide if they are still fit for purpose.

Cloud Computing

The school provides cloud computing for employees through the secure Office 365 system that is provided by NCC IT Services.

Shared Drives

The School maintains a shared drive on its servers. Whilst employees are encouraged not to store personal data on the shared drive it is recognised that on occasion there will be a genuine business requirement to do so.

The shared drive will have restricted areas that only authorised employees can access. For example, an HR folder in the shared drive will only be accessible to employees responsible for HR matters. Suzanne Richardson, Headteacher will be responsible for giving shared drive access rights to employees. Shared drives will still be subject to the School's retention schedule.

Communications Security

The transmission of personal data is a key business need and, when operated securely is a benefit to the School and pupils alike. However, data transmission is extremely susceptible to unauthorised and/or malicious loss or corruption. The School has implemented the following transmission security controls to mitigate these risks:

Sending Personal Data by post

When sending personal data, excluding special category data, by post the School will use Royal Mail's standard postal service. Employees will double check addresses before sending and will ensure that the sending envelope does not contain any data which is not intended for the data subject.

Sending Special Category Data by post

Employees will avoid sending special category data by post whenever possible. When it is necessary to send special category data by post, the School will use Royal Mail's 1st Class Recorded postal service. Employees will double check addresses before sending and will ensure that the sending envelope does not contain any data which is not intended for the data subject. If the envelope contains information that is thought to be particularly sensitive then employees are advised to have the envelope double checked by a colleague.

Sending Personal Data and Special Category Data by email

Employees should avoid sending personal data and special category data by email if at all possible. If it is necessary to send the data by email, the employee must ensure that one or more of the following conditions are met:

- Both the sending and receiving email addresses are within the secure NCC Office 365 system
- Using a secure email transmission portal as advised by NCC IT Services. If employees need to send an email with personal or special category data, they should seek advice from Suzanne Richardson or Clare Dillon before sending the email

Employees will always double check the recipient's email address to ensure that the email is being sent to the intended individual(s).

Exceptional Circumstances

In exceptional circumstance the School may wish to hand deliver, or use a direct courier, to ensure safe transmission of personal data. This could be because the personal data is so sensitive usual transmission methods would not be considered secure or because the volume of the data that needs to be transmitted is too big for usual transmission methods.

Using the BCC function

When sending emails to a large number of recipients, such as a mail shot, or when it would not be appropriate for recipients to know each other's email addresses then School employees will utilise the Blind Copy (BCC) function.

Remote Working

It is understood that on some occasions employees of the School will need to work at home or away from the School premises. If this is the case then the employees will adhere to the following controls:

Security of School Work

- If employees are working at home they will ensure that their work is kept secure within their home at all times.
- Employees must not keep personal data or School equipment unsupervised at home for extended periods of time (for example when the employee goes on holiday).
- Employees must not keep personal data or School equipment in cars if unsupervised.

Private Working Area

- Employees must not work with personal data in areas where other individuals could potentially view or even copy the personal data (for example on public transport).
- Employees should also take care to ensure that other household members do not have access to personal data and do not use School equipment for their own personal use.

Trusted Wi-Fi Connections

- Employees will only connect their devices to trusted Wi-Fi connections and will not use 'free public Wi-Fi' or 'Guest Wi-Fi'. This is because such connections are susceptible to malicious intrusion.
- When using home Wi-Fi networks employees should ensure that they have appropriate anti-virus software and firewalls installed to safeguard against malicious intrusion. If in doubt employees should seek assistance from NCC IT Services.

Encrypted Devices and Email Accounts

- Employees will only use School issued encrypted devices to work on Personal Data.
- Employees will not use personal devices for accessing, storing, or creating personal data. This is because personal devices do not possess the same level of security as a School issued device.

- Employees will not use Personal email accounts to access or transmit personal data. Employees must only use School issued, or School authorised, email accounts.

Data Removal and Return

- Employees will only take personal data away from the School premises if this is required for a genuine business need. Employees will take care to limit the amount of data taken away from the premises.
- Employees will ensure that all data is returned to the School premises either for re-filing or for safe destruction. Employees will not destroy data away from the premises as safe destruction can not be guaranteed.