

Cybersecurity and Data Transfer – Are you the weakest link?

Thursday, 7th September 2017

I am not sure whether Brexit or Cybersecurity heads more news items at the moment. But one thing is clear – they are closely followed by GDPR in pension circles. We have certainly seen numerous updates and webinars on how to ensure your member data stays protected.

We will be looking specifically at the latest thinking from a trustee board perspective. We will be analysing the information flow and how the advisers, company, members and trustees interlink. It is known that cybercriminals will look for the weakest link in an organisation's security. It is trustees' responsibility to ensure the pension scheme is not the 'easy option'.

Understanding the flow of information within the small village that tends to make up the trustees' advice and support team helps identify the weak spots. Once the chain of communication is clear, responsibilities and risks etc. can be quantified, managed and appropriate mitigations put in place.

However, as any IT specialist will tell you, however good your processes, the weakest links tend to be human. A trustee board has specific challenges with trustees based in different locations, some home based, often with limited technology support. Understanding these challenges and the human aspect of trustees' communication flows is an area we will discuss and look at how a variety of boards are addressing this specific concern.

The aim of this seminar is to help make sense of the overload of information available and to generate practical, proportionate, risk based responses specific to the needs of a trustee board.

Seminar details:

- 1¼ hours of PMI CPD may be recorded for Pi seminars, based on your assessment of the seminar's value to you
- Venue: The UK Chamber of Shipping,
30 Park Street, London,
SE1 9EQ
- Timings: 8.45 a.m. arrival and breakfast
9.15 a.m. - 10.20 a.m. seminar
10.30 a.m. finish and refreshments

We look forward to seeing you and would be grateful if you could advise your availability by telephoning **Jennie McMurtry** on **020 8879 6500** or by e-mailing us at events@piconsulting.co.uk

Please do share this invitation with any colleagues you feel would benefit from attending.



Amanda Burden
Pi Partnership Group



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Agenda

- 0915** Chairman's introduction – *Amanda Burden, Pi Partnership Group*
- 0925** The communication chain – *Susan Smith, Pi Partnership Group*
- 0955** The chink in the armour – *Paul Blackmur, Pi Partnership Group*
- 1020** Open Forum
- 1030** Finish and refreshments

The bigger picture

- **Hard data**
- **Soft data**
- **Personal data**
- **Confidential information**
- **Commercially sensitive**

Different aspects – same risks?

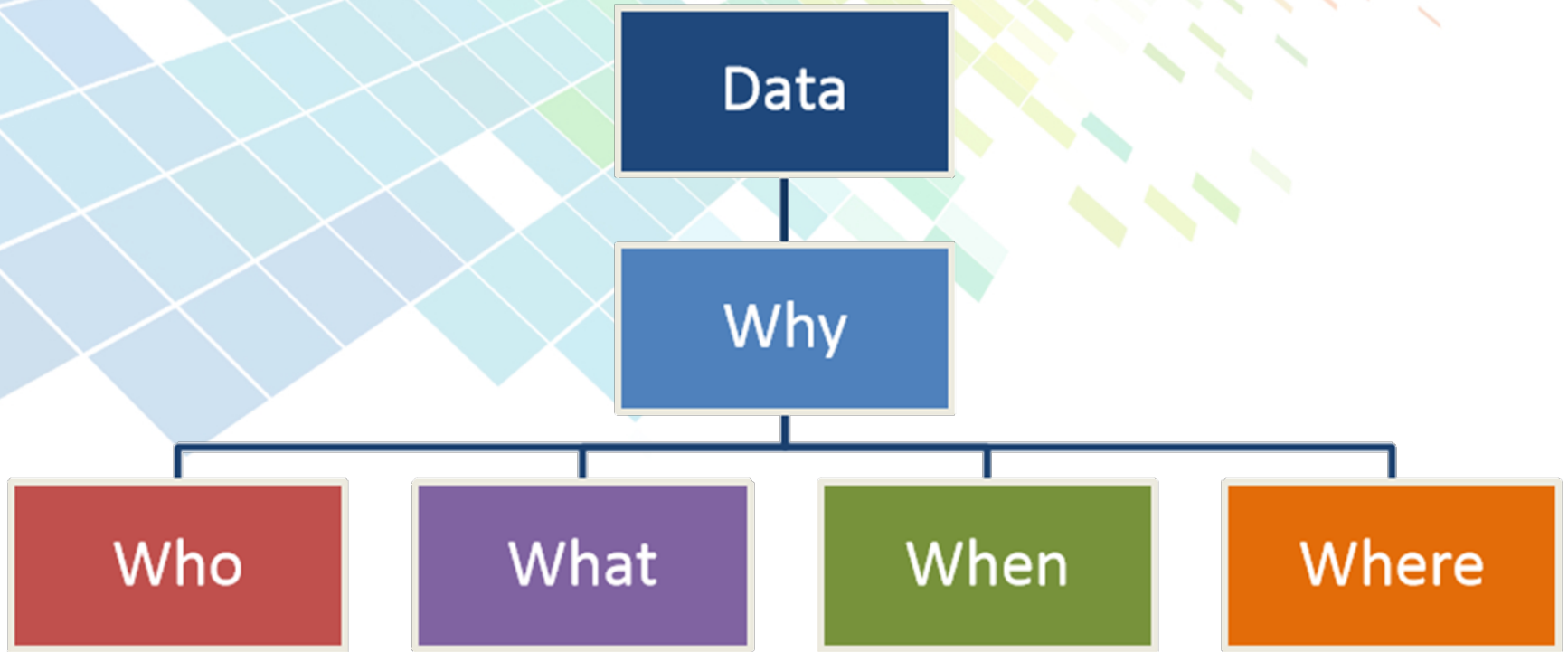
The focus today

- **Practical application of the technicalities**
- **Managing the people risk**
- **What happens when the technical expert leaves the building**

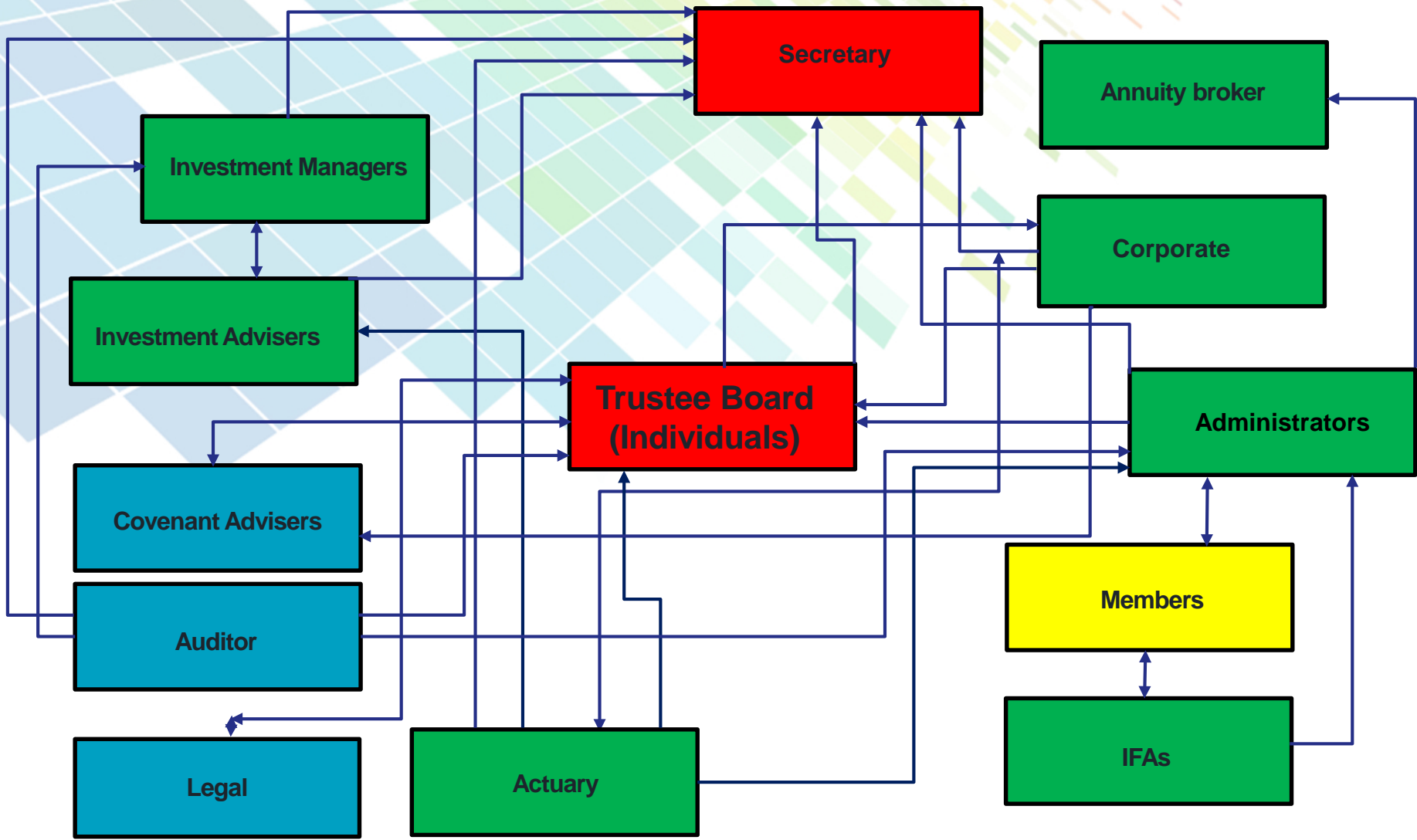


The data flow

The 5 W's of data



Complexity of scheme dataflow



The potential impact ?

Mistaken disclosure

Loss

Inaccessibility of information

The Pensions Regulator



Managing the bigger picture

- **Understand where data and documentation is held and its movements**
- **Look for ways of eliminating or reducing risk**
- **Put in place the new protocols and processes**

Where is your data held?



Eliminate and reduce risk

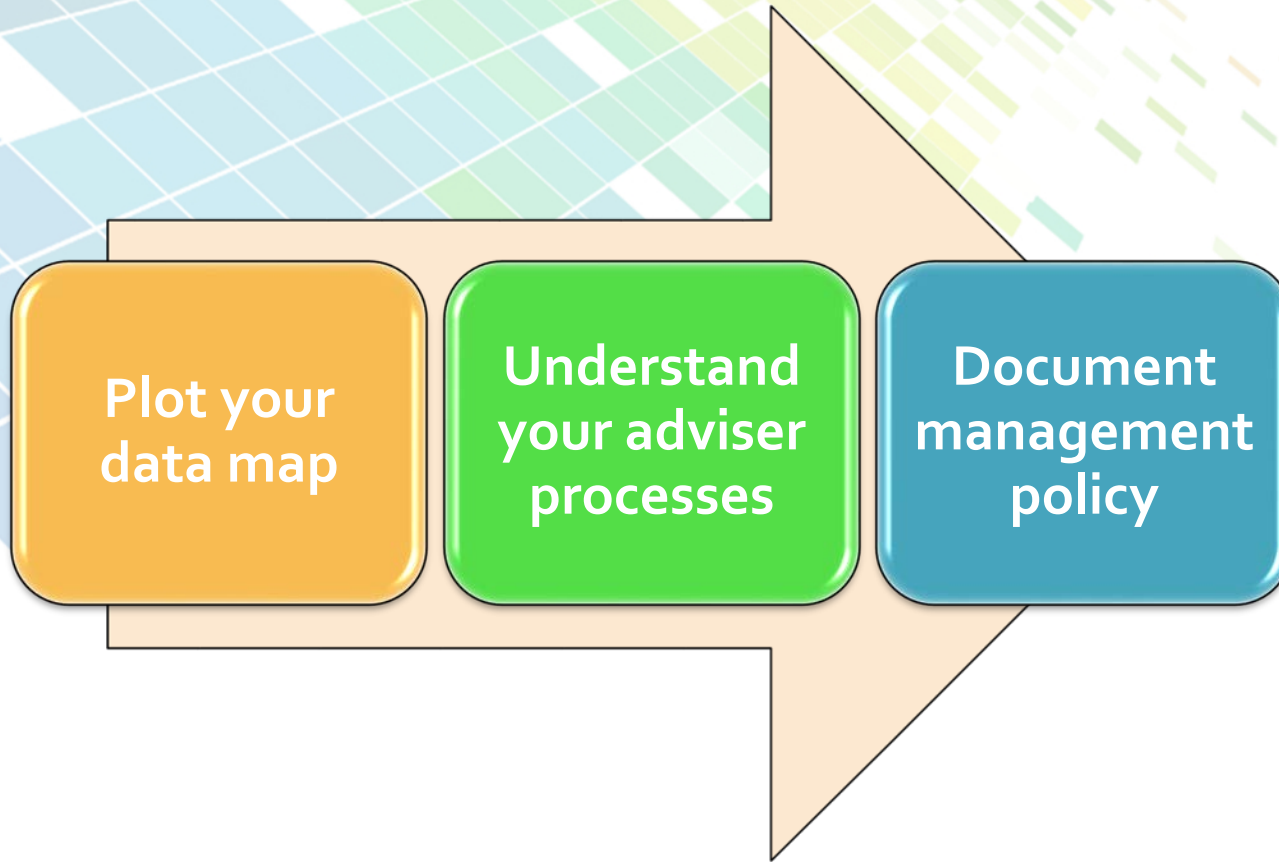
- **Control who has access**
- **Assess processes and controls**
- **Establish agreements**
- **Prepare contingency plans**
- **Document protocols**
- **Undertake training**
- **Review**



**CYBER
ESSENTIALS**

**CYBER
ESSENTIALS
PLUS**

Working day to day



Plot your
data map

Understand
your adviser
processes

Document
management
policy



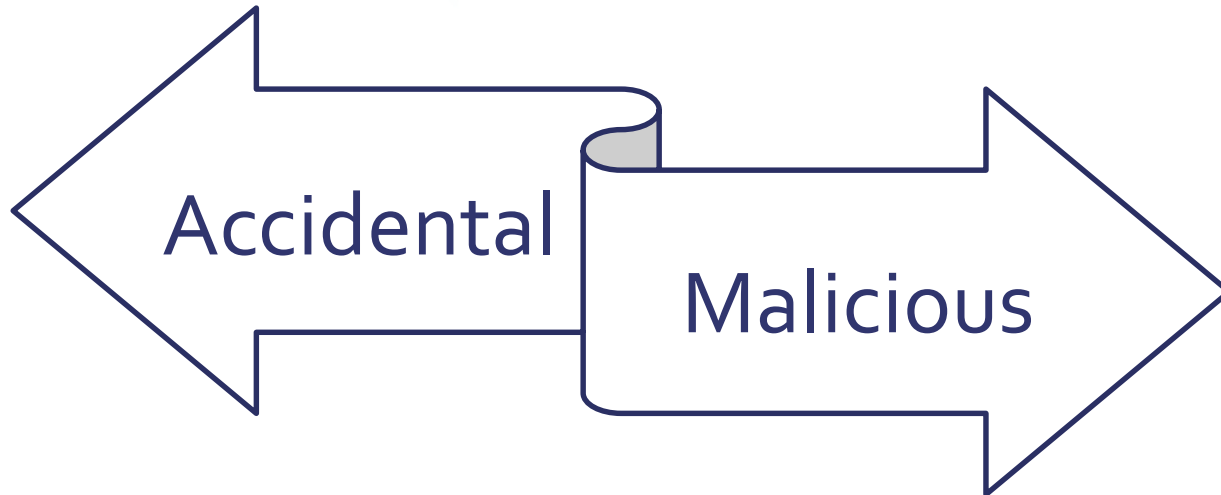
The chink in the armour?

The changing nature of risk ?

Mistaken disclosure

Loss

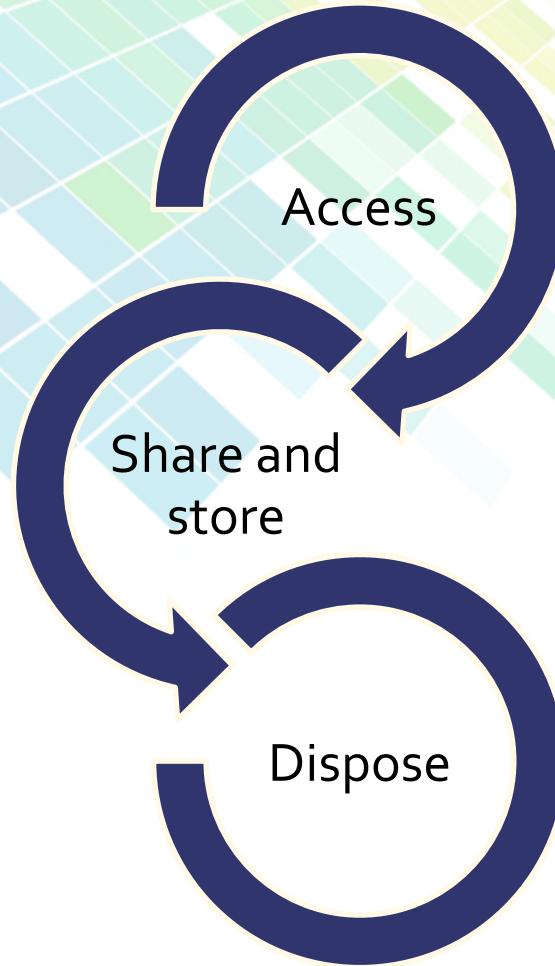
Inaccessibility of information



Common attacks

- **Malware**
- **Phishing**
- **Password Attacks**
- **Denial-of-Service (DoS) Attacks**
- **“Man in the Middle” (MITM)**
- **Drive-By Downloads**
- **Malvertising**
- **Rogue Software**

Risky business?



Access ?

- **Smart phones**
- **Shared use hardware**
- **Public email accounts**
- **Numerous environments**
- **Downloads**

Sharing and storing ?

- **Email**
- **Laptop/Desk top PC**
- **Hard copy documents**
- **Home office**
- **Portable device: phone/tablet**
- **Briefcase**
- **Boot of your car???**

The pitfalls of email



Disposal ?

- **Archive**
- **Delete emails/downloads from devices**
- **Dispose of hard copy documents securely**

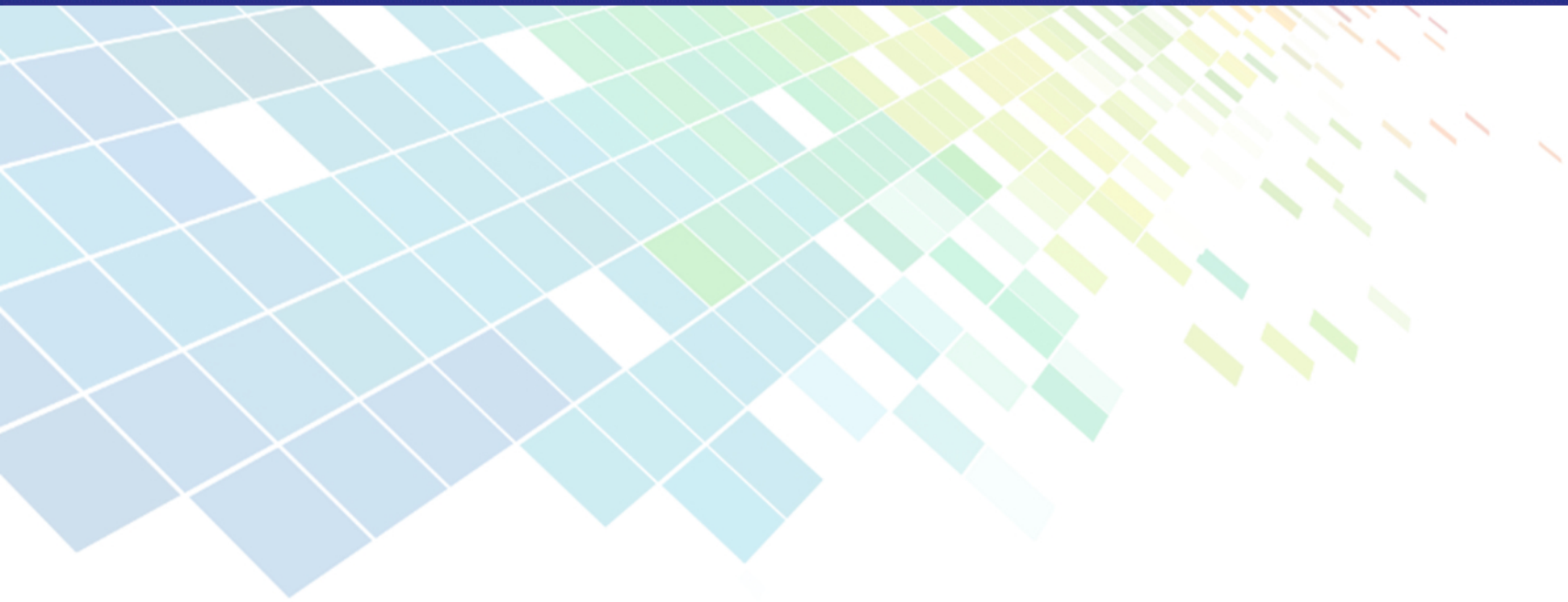
So what can Trustees do?

- Objectively assess their own behaviours
- Review how they access, share, store and dispose of data
- Review the type and purpose of the information held
- Plan their training

Practical steps?

- ◆ **Ensure hardware is 'fit for purpose'**
- ◆ **Have a dedicated email account**
- ◆ **Avoid receiving advertising links**
- ◆ **Avoid being the 'man in the middle' by only accessing data via an encrypted site**
- ◆ **Employ password discipline and encrypted password word storage safe**

Open Forum



Thank you

Future seminar dates for your diary:

- Wednesday, 29 November 2017
- Thursday, 22 February 2018
- Thursday, 17 May 2018

If you have any feedback or suggestions for future seminar topics, please email us at feedback@piconsulting.co.uk or via the seminar page on our website www.piconsulting.co.uk