

Data protection policy

This policy provides an overview of our approach to data security and our compliance with data protection legislation, including the General Data Protection Regulation (GDPR), in our capacity as a data processor.

Introduction:

Wordshop is registered with the Information Commissioner's Office Registration Number: Z8318926
Security Number: 10504533

Wordshop is committed to high standards of information security, privacy and transparency. We place a high priority on protecting and managing data in accordance with accepted standards including ISO 27001 and ISO 9001.

Wordshop has integrated ISO controls into its operating procedures. These procedures span the organisation, teams or functions that provide service or support to our clients. The key components of our ISO controls are:

- Corporate Governance: how we provide oversight of our business and people;
- Change Management: how we make sure changes are tracked and properly reviewed;
- Access Control and Management: who has access to our systems and how this access is managed;
- Data Redundancy and Backup: how data is kept safe and stored in the event of adversity;
- Systems Architecture and Hardening: standard set-up controls and system hardening for all of our systems.

Wordshop's Information Security Manager will inform, advise and monitor compliance. The company will implement tools as appropriate that support the process, provide necessary security and ongoing delivery of objectives.

Data processing:

- All of our staff and approved sub-contractors are familiar with GDPR and their personal responsibilities.
- All staff are trained on induction and every two years (or sooner if there is a major change in legislation).
- All data is adequately segregated and access is restricted on a need to know basis.
- Data is only processed to the extent required and on direct instructions from the data controller.
- Records of all data processing are kept and made available to the data controller on request.
- All systems that handle personal data are fully encrypted and password protected.
- Adequate security measures are enabled to protect personal data from loss or corruption.
- No personal data is transferred outside of the EU.
- All relevant parties would be notified of any breach or potential breach.

Wordshop has adopted the following objectives, which underpin our approach to data protection:

- Information will be protected in line with all relevant Wordshop policies and legislation, notably those relating to GDPR and data protection;
- Information will be made available solely to those who have a legitimate need for access;
- All information will be classified according to an appropriate level of security;
- The integrity of information will be maintained;
- The processing will be lawful, fair and transparent;
- Data will only be used for a specific purpose;
- Information will be protected against unauthorised access;
- Data is not kept for longer than necessary;
- Compliance with our Information Security policy will be enforced.

Security Awareness:

The Company is committed to promoting safe working practices. All employees will receive security awareness training commensurate with the classification of information and systems to which they have access. Relevant information security policies, procedures and guidelines will be accessible. It remains the employers responsibility to ensure that all personnel are adequately informed of information security policies and procedures.

Business Continuity:

The Company has developed, and maintains, a Disaster Recovery Strategy to maintain critical business functions in the event of any significant disruption to services or facilities on which the Company is reliant.

Security Policy Review:

The Company will conduct an annual review of the policy or following any significant security incidents, changes to UK or EU legislation or changes to Company business requirements or structure.

Asset Management:

The Company will maintain an inventory consisting of all information assets which will be managed in accordance with the Company information security policies and procedures.

Governance:

All organisational measures in place are reviewed at least annually and amended and adjusted as needed. Our ISO 27001 and ISO 9001 are independently audited, assessed and accredited and each of the documents constituting the overarching Information Security Policy are reviewed annually. The Information Security Policy along with its sub-policies provides the operational framework we use to manage data protection compliance.

Changes or additions to the Information Security Policy may be proposed by any member of staff to the Information Security Manager. Any substantive changes made to any of the documents in the set is communicated to all relevant personnel.

Information Security Manager – Giles Powell-Smith
Information Security Officer – Luke Whitchurch