



Information Security Policy

HKW Risk Management Ltd is a B2B consultancy working with businesses in Bristol and the South West. We believe in making management systems simple. We help growing businesses look after their people, places and products by identifying and managing quality, health, safety and environmental issues. We help Directors and Leadership teams implement, integrate, and improve management systems to enhance the way their businesses operate and grow, achieving ISO certifications and eating cake along the way.

What we do and the way we do it is rooted in our business values:

- Keep it simple – no confidential data or information is removed from client’s sites either physically or electronically
- Stay curious – we always ask why something is done, and how it can be done better
- Do the right thing – we lead by example with our personal and professional behaviours
- Think green – we consider the environmental consequences of our actions and choices. We use secure digital processes wherever possible and any hardcopy paper waste which mentions any individual or business names or logos is shredded and recycled
- Be generous – we share our knowledge and experience openly with our clients with the intention that one day we will no longer be needed. We donate 5% of profits to our charity, St Richard’s Hospice
- Have fun – we approach serious subjects with open hearts and a sense of humour

We are committed to:

- Meeting applicable requirements for information security
- Continually improving our management system and the services we offer our clients

In practical terms, we manage data, information and security in the following ways:

- Client data and information is not shared between clients – anonymised examples are used to share best and worst practice
- Non-Disclosure Agreements are signed where required by the client and copies of these are kept for future reference
- Associates working on behalf of HKW Risk Management Ltd do so under an Associate agreement which includes clause 9 Security of Information and Confidentiality and clause 11 Data Protection. A copy of this Associate Agreement is available on request
- Laptop with Windows 10 Pro operating system, a Solid State Hard Drive, Encryption and password protection is used
- Software is provided through Office 365 subscription, back up is provided by Office 365 One Drive
- When required, data and information is copied onto a separate hard drive which is stored separately to the laptop and is never attached to the internet
- Cyber security is provided by ESET subscription through IT providers Dial a Geek
- We use a Zoom Pro subscription and use the following security features:

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- Always using the latest version of Zoom
- Password access to meetings
- Waiting rooms enabled
- Data routed through EU servers
- Meetings are not recorded
- When auditing, we ask for permission to take screen snips from shared screens for audit evidence

This policy is communicated to all HKW Risk Management Ltd employees and associates, whilst being available to other interested parties on our website. This policy is reviewed annually to ensure that it remains appropriate to our strategic direction and is suitable, adequate and effective.

Helen Waddington, Director

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