



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 and we offer straightforward risk management advice in an approachable and friendly way. We specialise in thinking differently and providing bespoke quality, environmental, health and safety management systems that are easy to use and will support the growth of our clients. We provide assurance to our clients that risks are being managed as they should be and help Directors and Leadership teams implement, integrate, and improve management systems to enhance the way their businesses operate and grow as well as gain ISO certifications.

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

1. Keep it simple – no confidential data or information is removed from client’s sites either physically or electronically
2. Stay curious – we always ask why something is done, and how it can be done better
3. Do the right thing – we lead by example with our personal and professional behaviours
4. 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
5. 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 a proportion of profits to our two charities, St Richard’s Hospice and We Talk Club
6. Have fun – we approach serious subjects with open hearts and a sense of humour
7. Eat cake – which is self-explanatory

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
- We are supported by 2cServices via an MSP contract and backup is provided by the 2cServices server
- HKW RM laptops use Windows 10 operating system, Office 365 and Bitdefender Anti-Virus software
- We use a Zoom Pro subscription and use the following security features:
 - Always using the latest version of Zoom
 - Password access to meetings
 - Waiting rooms enabled
 - Data routed through EU servers
 - Meetings are not recorded

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- 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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