



Nantwich Town Council

Cyber Information Security Policy

Approved 8th July 2021

COMPANY CONFIDENTIAL WHEN COMPLETED

Policy title:	NANTWICH TOWN COUNCIL CYBER INFORMATION SECURITY POLICY
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Appendices:	
Approved by:	Nantwich Town Council
Date:	

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1. Introduction

This information security policy is a key component of Nantwich Town Council's management framework. It sets the requirements and responsibilities for maintaining the security of information within Nantwich Town Council. This policy may be supported by other policies and by guidance documents to assist putting the policy into practice day-to-day.

2. Aim and Scope of this policy

- The aims of this policy are to set out the rules governing the secure management of our information assets by:
 - preserving the **confidentiality, integrity and availability** of our Town Council information
 - ensuring that all members of staff are aware of and fully comply with the relevant **legislation** as described in this and other policies
 - ensuring an approach to security in which all members of staff fully understand their own **responsibilities**
 - creating and maintaining within the organisation a level of **awareness** of the need for information
 - detailing how to **protect** the information assets under our control
- This policy applies to all information/data, information systems, networks, applications, locations and staff of Nantwich Town Council or supplied under contract to it.

3. Responsibilities

- Ultimate responsibility for information security rests with the Town Clerk of Nantwich Town Council, but on a day-to-day basis Deputy Town Clerk shall be responsible for managing and implementing the policy and related procedures.
- Responsibility for maintaining this Policy, the Town Council Information Audit Report and for recommending appropriate risk management measures is held by the Town Clerk. Both the Policy and the Information Audit report shall be reviewed by the Town Clerk with the Policy Committee at least annually.
- Line Managers are responsible for ensuring that their permanent staff, temporary staff and contractors are aware of:-
 - The information security policies applicable in their work areas
 - Their personal responsibilities for information security
 - How to access advice on information security matters

- All staff shall comply with the information security policy and must understand their responsibilities to protect the company's data. Failure to do so may result in disciplinary action.
- Line managers shall be individually responsible for the security of information within their Town Council area.
- Each member of staff shall be responsible for the operational security of the information systems they use.
- Each system user shall comply with the security requirements that are currently in force, and shall also ensure that the confidentiality, integrity and availability of the information they use is maintained to the highest standard.
- Access to the organisation's information systems by external parties shall only be allowed where a contract that requires compliance with this information security policy is in place. Such a contracts shall require that the staff or sub-contractors of the external organisation comply with all appropriate security policies.

4. Legislation

- Nantwich Town Council is required to abide by certain UK, European Union and international legislation. It also may be required to comply to certain government rules and regulations.
- The requirement to comply with legislation shall be devolved to employees and agents of the Town Council, who may be held personally accountable for any breaches of information security for which they are responsible.
- In particular, Nantwich Town Council is required to comply with:
 - The Data Protection Act (2018)
 - The Copyright, Designs and Patents Act (1988)
 - The Computer Misuse Act (1990)
 - The Health and Safety at Work Act (1974)
 - Human Rights Act (1998)
 - Regulation of Investigatory Powers Act 2000
 - Freedom of Information Act 2000

5. Personnel Security

Contracts of Employment

- Staff security requirements shall be addressed at the recruitment stage and all contracts of employment shall contain a security and confidentiality clause.
- References for new staff shall be verified and a passport, driving license or other document shall be provided to confirm identity.
- Information security expectations of staff shall be included within appropriate job definitions.
- Whenever a staff member leaves the Town Council their accounts will be disabled the same day they leave.

Information Security Awareness and Training

- The aim of the training and awareness programmes are to ensure that the risks presented to information by staff errors and by bad practice are reduced.
- Information security awareness training shall be included in the staff induction process and shall be carried out annually for all staff
- An on-going awareness programme shall be established and maintained in order to ensure that staff awareness of information security is maintained and updated as necessary.

Intellectual Property Rights

- The organisation shall ensure that all software is properly licensed and approved. Individual and Town Council intellectual property rights shall be protected at all times.
- Users breaching this requirement may be subject to disciplinary action.

6. Access Management

Physical Access

- Only authorised personnel who have a valid and approved Town Council need shall be given access to areas containing information systems or stored data.

Identity and passwords

- Passwords must offer an adequate level of security to protect systems and data
- All passwords shall be eight characters or longer and contain at least two of the following: uppercase letters, lowercase letters and numbers

- All administrator-level passwords shall be changed at least every 60 days
 - Where available, two-factor authentication shall be used to provide additional security
 - All users shall use uniquely named user accounts
 - Generic user accounts that are used by more than one person or service shall not be used.

User Access

- Access to information shall be based on the principle of “least privilege” and restricted to authorised users who have a Town Council need to access the information.

Administrator-level access

- Administrator-level access shall only be provided to individuals with a Town Council need who have been authorised by the Town Clerk.
- A list of individuals with administrator-level access shall be held by the Town Clerk and shall be reviewed every 6 months
- Administrator-level accounts shall not be used for day-to-day activity. Such accounts shall only be used for specific tasks requiring administrator privileges.

Application Access

- Access to data, system utilities and program source libraries shall be controlled and restricted to those authorised users who have a legitimate Town Council need e.g. systems or database administrators.
- Authorisation to use an application shall depend on a current licence from the supplier.

Hardware Access

- Where indicated by a risk assessment, access to the network shall be restricted to authorised devices only

System Perimeter access (firewalls)

- The boundary between Town Council systems and the Internet shall be protected by firewalls, which shall be configured to meet the threat and continuously monitored.
- All servers, computers, laptops, mobile phones and tablets shall have a firewall enabled, if such a firewall is available and accessible to the device’s operating system.
- The default password on all firewalls shall be changed to a new password that complies to the password requirements in this policy, and shall be changed regularly
- All firewalls shall be configured to block all incoming connections.
- If a port is required to be opened for a valid Town Council reason, the change shall be authorised following the system change control process. The port shall be closed when there is no longer a Town Council reason for it to remain open.

Monitoring System Access and Use

- An audit trail of system access and data use by staff shall be maintained wherever practical and reviewed on a regular basis.
- The Town Council reserves the right to monitor systems or communications activity where it suspects that there has been a breach of policy in accordance with the Regulation of Investigatory Powers Act (2000).

7. Asset Management

Asset Ownership

- Each information asset, (hardware, software, application or data) shall have a named custodian who shall be responsible for the information security of that asset.

Asset Records and Management

- An accurate record of Town Council information assets, including source, ownership, modification and disposal shall be maintained.
- All data shall be securely wiped from all hardware before disposal.

Asset Handling

- Nantwich Town Council shall identify particularly valuable or sensitive information assets through the use of data classification.
- All staff are responsible for handling information assets in accordance with this security policy. Where possible the data classification shall be marked upon the asset itself.
- All company information shall be categorised into one of the three categories in the table below based on the description and examples provided:

Category	Description	Example
Public	Information which is not confidential and can be made available publically through any channels.	<ul style="list-style-type: none"> • Details of products and services on the website • Published company information • Social media updates • Press releases
Amber Information	Information which, if lost or if made available to unauthorised persons could impact the company's effectiveness, benefit	<ul style="list-style-type: none"> • Company operating procedures and policy

	competitors or cause embarrassment to the organisation and/or its partners	<ul style="list-style-type: none"> • Client contact details • Company plans and financial information • Basic employee information including personal data
Red Information	<p>Information which, if lost or made available to unauthorised persons, could cause severe impact on the company's ability to operate or cause significant reputational damage and distress to the organisation and/or its partners.</p> <p>This information requires the highest levels of protection of confidentiality, integrity and availability.</p>	<ul style="list-style-type: none"> • Client intellectual property • Data in e-commerce systems • Employee salary details • Any information defined as "sensitive personal data" under the Data Protection Act

Removable media

- Only company provided removable media (such as USB memory sticks and recordable CDs/DVDs) shall be used to store Town Council data and its use shall be recorded (e.g. serial number, date, issued to, returned).
- Removable media of all types that contain software or data from external sources, or that has been used on external equipment, require the approval of the Town Clerk before they may be used on Town Council systems. Such media must be scanned by anti-virus before being used.
- Where indicated by the risk assessment, systems shall be prevented from using removable media.

Users breaching these requirements may be subject to disciplinary action.

Mobile working

- Where necessary, staff may use company-supplied mobile devices such as phones, tablets and laptops to meet their job role requirements
- Use of mobile devices for Town Council purposes (whether Town Council-owned or personal devices) requires the approval of the Town Clerk.
- Such devices must have anti-malware software installed (if available for the device), must have PIN, password or other authentication configured, must be encrypted (if available for the device) and be capable of being remotely wiped. They must also

comply with the software management requirements within this policy.

- Users must inform the Town Clerk immediately if the device is lost or stolen and Town Council information must then be remotely wiped from the device.

Personal devices / Bring Your Own Device (BYOD)

- Where necessary, staff may use personal mobile phones to access Town Council email. This usage must be authorised by the Town Clerk. The device must be registered in the asset records and must be configured to comply with the mobile working section and other relevant sections of this policy.
- No other personal devices are to be used to access Town Council information.

Social Media

- Social media may only be used for Town Council purposes by using official Town Council social media accounts with authorisation from the Deputy Clerk. Users of Town Council social media accounts shall be appropriately trained and be aware of the risks of sharing sensitive information via social media.
- Town Council social media accounts shall be protected by strong passwords in-line with the password requirements for administrator accounts.
- Users shall behave responsibly while using any social media whether for Town Council or personal use, bearing in mind that they directly or indirectly represent the company. If in doubt, consult the Deputy Clerk and the Employee Handbook.
- Users breaching this requirement may be subject to disciplinary action.

8. Physical and Environmental Management

- In order to minimise loss of, or damage to, all assets, equipment shall be physically protected from threats and environmental hazards. Physical security accreditation should be applied if necessary.
- Systems shall be protected from power loss by UPS if required.
- Systems requiring particular environmental operating conditions shall be maintained within optimum requirements.

9. Computer and Network Management

Operations Management

- Management of computers and networks shall be controlled through standard documented procedures that have been authorised by the Town Clerk.

System Change Control

- Changes to information systems, applications or networks shall be reviewed and approved by the Town Clerk.

Accreditation

- The Council shall ensure that all new and modified information systems, applications and networks include security provisions.

Software Management

- All application software, operating systems and firmware shall be updated on a regular basis to reduce the risk presented by security vulnerabilities.
- All software security updates/patches shall be installed within 14 days of their release.
- Only software which has a valid Town Council reason for its use shall be installed on devices used for Town Council purposes.
- Users shall not install software or other active code on the devices containing Town Council information without permission from the Town Clerk.
- For the avoidance of doubt, all unnecessary and unused application software shall be removed from any devices used for Town Council purposes.

Local Data Storage

- Data stored on the Town Council premises shall be backed up regularly and restores tested at appropriate intervals (at least monthly).
- A backup copy shall be held in a different physical location to the Town Council premises
- Backup copies of data shall be protected and comply with the requirements of this security policy and be afforded the same level of protection as live data.

External Cloud Services

- Where data storage, applications or other services are provided by another Town Council (e.g. a 'cloud provider') there must be independently audited, written confirmation that the provider uses data confidentiality, integrity and availability procedures which are

the same as, or more comprehensive than those set out in this policy.

Protection from Malicious Software

- The Town Council shall use software countermeasures, including anti-malware, and management procedures to protect itself against the threat of malicious software.
- All computers, servers, laptops, mobile phones and tablets shall have anti-malware software installed, where such anti-malware is available for the device's operating system
- All anti-malware software shall be set to:
 - scan files and data on the device on a daily basis
 - scan files on-access
 - automatically check for, and install, virus definitions and updates to the software itself on a daily basis
 - block access to malicious websites

Vulnerability scanning

- The Town Council shall have a yearly vulnerability scan of all external IP addresses carried out by the IT provider
- The Town Council shall act on the recommendations of the IT provider following the vulnerability scan in order to reduce the security risk presented by any significant vulnerabilities
- The results of the scan and any changes made shall be reflected in the Town Council's security policy as appropriate.

10. Response

Information security incidents

- All breaches of this policy and all other information security incidents shall be reported to the Town Clerk and Policy Committee.
- If required as a result of an incident, data will be isolated to facilitate forensic examination. This decision shall be made by the Town Clerk.
- Information security incidents shall be recorded in the Security Incident Log and investigated by [title] to establish their cause and impact with a view to avoiding similar events.

Town Council Continuity and Disaster Recovery Plans

- The Town Clerk shall ensure that business impact assessment, business continuity and disaster recovery plans are produced for all mission critical information, applications, systems and networks.

Further Information

- Further information and guidance on this policy can be obtained from the Town Clerk. Comments and suggestions to improve security are always welcome.

Policy approved by:

Signature _____

Date _____

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