COVID-19
Keeping Data Safe & Secure while Remote

Brought to you by
the MGAA

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Advisory

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A bit about us…

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Thank you!

...to the MGAA for supporting this presentation.

Key Learning Outcomes

Delegates attending the session will be able to:

▶ Better understand the potential risks when handling data when working remotely during the Covid-19 crisis.

▶ Talk with knowledge and understanding about strategies and solutions to address the risks and protect reputation

▶ Understand some of the solutions implemented in the insurance investigation world to maintain confidentiality and data security.

COVID-19

## Keeping data safe and secure while remote

- Established in 1990 - 30 years present in UK & Ireland market

- Business and expertise is insurance fraud investigation

- UK & Ireland coverage across our field force

- Part of wider G4S Compliance & Investigations network, creates largest worldwide investigation proposition with 1500 employed resources

- Fully employed operating model

- 50,000+ instructions per annum

- Many services are video evidence based

- Client base made up of mainly insurers, TPA's, lawyers,

- Passionate about service, quality, technology based solutions

Covid19 – keeping data safe and secure while remote

- Understand risks and challenges with data security while working remotely

- Hear about strategies and solutions to keep data safe and secure

- Learn about technology aimed specifically at insurance investigation data security

Working remotely - Position and challenges

- Covid-19 has changed everything
- Government restriction
- Companies desperate to keep alive
- Data moving along new channels
- 30m people working from home; 4m pre-Covid
- Mixture company and personal tablets, laptops and desktops connecting remotely to company domains
- New wide scale IT challenges
- Video conferencing increase
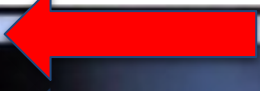
Speaker View

Find a participant

Cabinet Room (Host, me)

PM

Defra SoS

Alister Jack - Scottish Secretary

Amanda Milling

Anne-Marie Trevelyan

Ben Gascoigne

Brandon Lewis (SoSNI)

Cabinet Secretariat (Emily Card...

Chancellor of the Exchequer

chris whitty

Dom Raab

Ed Lister

Grant Shapps

Home Secretary

iPhone

Mute All   Unmute All   More ⌄

Zoom Group Chat

Mute   Stop Video   Invite   Manage Participants   Share Screen   Chat   Reactions   End Meeting

BORIS JOHNSON

Standards & Best Practice

- The United Kingdom **Data Protection Act 2018** still applies during Covid-19.

- The **General Data Protection Regulation (GDPR)** still applies during Covid-19

- The **Information Commissioner's Office (ICO)** data breaches should still be reported to the ICO within 72 hours of the organisation becoming aware of the breach.

- **ISO 27001, Cyber Essentials or Cyber Essentials Plus** certified organisations, ensure risk assessments has been performed and policies have been updated accordingly.

Our Top Risks

- **Relaxed security measures** - Quick and "dirty" firewall changes have been made on many organisation networks to support remote working, putting the organisation's servers at risk of being compromised.

- **Data Loss** - Data is more likely to be stored on personal or company devices with inadequate or no backup during remote working.

- **Data Leakage** - Company confidential and/or personal information might end up on online services that breaches contractual requirements or GDPR and DPA 2018.

Question Break

Challenges, standards & risks

Keeping data safe and secure

General approach - foundations

- Educating employees

- Robust Information Security and Acceptable Use Policy

- Securing remote devices

Keeping data safe and secure

Remote Working - General guidance

- Work Environment

- Secure connectivity

- Temporary Risks

Video data - safe and secure

Video conferencing - some considerations

- Software

- Hosting

- Privacy Policy

- Session Recordings

Question Break

Data Security Solutions

Insurance investigation data security

- Remote Working

- Video Interviews/Conferencing

- E-Signatures

- Surveillance Data

Learning

Learning Objectives	We have covered;
1. *Better understand the potential risks when handling data when working remotely during the Covid-19 crisis.* 2. *Talk with knowledge and understanding about strategies and solutions to address the risks and protect reputation* 3. *Understand some of the solutions implemented in the insurance investigation world to maintain confidentiality and data security.*	o Covid-19 position o Challenges around data security o Top risks to manage o Solutions to mitigate risks o Given examples of data security solutions in the investigation world

Summary Points

- Home working is here to stay

- Understand and be clear on the risks

- Implement solutions using a risk based strategy

- Increase level of communication and support

- Invest in new technology where possible

- Secure your remote devices

- Secure data during / after video conferencing

- Don't lower or relax standards

Questions