

HR Resource Centre Security FAQs

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Introduction

Included within this document are many questions, answers and statements relating to the security of The SBS HR Resource Centre and the data it holds. SBS take data security very seriously and acknowledge that this is not just from a technical standpoint, but also data handling.

This document is answered in a question and answer format, divided into four key sections – Security, data protection, reliability and business continuity.

Anything not covered, or requires further clarification, please contact:

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Version control

Version	Version Date	Comment
1.0	31/03/2017	
1.1	15/02/2018	Updated to account and consider GDPR requirements
1.2	31/03/2018	Updated to detail varying user profiles and privacy options

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Network & server security

How is the SBS HR Resource Centre hosted?

The SBS HR Resource Centre is hosted on the EU – OVH servers, and is therefore fully compliant with strict EU protection policies.

Our migration to this platform over a year ago has dramatically enhanced the speed of the solution and further increased the security of all data held. The OVH servers have strong safeguards in place to protect privacy and are fully compliant with all UK DPA laws as well as further data compliancy standards, such as the ISO27001 and the PCI Security Standards Council. They also have SOC Type II and SOC 2 Type II certifications. These international norms certify that an organisation has been set up with the required internal procedures for managing information system security.

Briefly describe the technical architecture of the SBS HR Resource Centre

The SBS HR Resource Centre is based on the CMS platform, WordPress which is developed in PHP and MySQL. Each page is created in HTML and then published privately to allow only users with specific logins to access.

Are there any firewall or proxy configuration settings that the client's ICT teams need to be aware of?

Usually not. The SBS HR Resource Centre is accessed over the secure HTTP protocol (https, port 443) which is standard and almost universally accepted.

If a school has an outgoing firewall which blocks access to all websites by default, then the domain schoolbusinessservices.co.uk/hr-resource-centre will need to be added to the domain whitelist.

How is the SBS HR Resource Centre protected from unauthorised network access?

There are several layers of security applicable to this question. At a server-level, each server runs a software firewall which only accepts connections on white-listed ports and source addresses.

On a network level, the internet-facing servers communicate to the back-end servers across a DMZ, and the back-end servers only accept connections originating from the DMZ. The front-end servers accept web traffic on ports 80 and 443, but only accept secure-shell access originating from the static IP address of our Head Office. Aside from these two protocols, no other ports are enabled.

What intrusion detection measures are in place?

The OVH teams provide a human presence in the datacentres 24 hours a day and 365 days a year, to guarantee that the servers are constantly maintained. In the event of a technical incident, they will react immediately to ensure that your server is repaired as quickly as possible.

Some of the server ranges are also equipped with double power supplies and double network cards, so that the infrastructure is redundant from end to end.

Data protection

How is access to the SBS HR Resource Centre controlled and restricted? (e.g. password length, frequency of changing, password locking etc.).

Each user of the system has their own login with separate username and password. Passwords must be 7 characters long and after a set number of failed login attempts a user is locked out and must contact the service desk to get their login reset.

Users need to contact SBS to change their own passwords. Many organisations we work with promote internal policies to ensure complexity of passwords and regularity of changes.

How does the SBS HR Resource Centre comply with data protection requirements and the Data Protection Act (DPA)?

The SBS HR Resource Centre is fully compliant with the Data Protection Act. All those in the company who process personal data, will comply with the eight principles of good practice.

The SBS HR Resource Centre and its members promote good practice, and hold an IS27001 accreditation for our data security.

Are the SBS HR Resource Centre staff qualified with the handling of personal data?

All the SBS HR Resource Centre staff have received security education as part of their induction program. They are compliant with the company's ISO27001 procedures and policies, as well as all being DBS checked as part of our personnel security screening.

How does the SBS HR Resource Centre comply with records and retention policies?

No data will be kept beyond the retention period, and will be destroyed as superseded when required. Personal data can also be updated immediately as soon as amendments are requested.

Are any third parties utilised by the SBS HR Resource Centre?

No third parties are used by the SBS HR Resource Centre without the knowledge of the customer, this applies to; development, maintenance, training and support services. Third parties may be engaged for integration requirements; however, schools will need to approve this directly with the third party. The SBS HR Resource Centre will not action this on the school's behalf. All the SBS HR Resource Centre staff are permanent employees and UK based.

Stored data

Username (user email address)

Role (WordPress administrative powers)

First Name

Last Name

Reliability & scalability

What guarantees do the SBS HR Resource Centre offer in terms of system up time?

The SBS HR Resource Centre is available for use 24/7, 365 days a year, apart from instances of planned maintenance

How does the SBS HR Resource Centre cope with spikes in user traffic?

The SBS HR Resource Centre is incredibly robust and reliable. In the last two years we have experienced no downtime.

What measures are in place to minimise the impact of Distributed Denial of Service Attacks (DDoS)?

For OVH's dedicated hosting services, it has integrated protection against all DDoS attack types. It has set up nine anti-DDoS infrastructures, with a capacity of 6x600Gps + 1x 240Gbps + 2x120Gbps in our datacentres.

This way, OVH can mitigate up to 4 Tbps, 24/7.

Business continuity

Are relevant security measures in place?

In all OVH datacentres, access is strictly monitored. To avoid any intrusions or risks, each perimeter is secured with barbed wire fences. The area is also monitored by constant video surveillance and motion detection sensors. Activity both within and outside of the datacentres is monitored and recorded on secure servers, with surveillance teams working on site, 24/7.

In order to control and monitor access to the OVH premises, strict security procedures have been put in place. Each staff member receives a RFID name badge, which is also used to restrict their access. Employee access rights are reassessed regularly, according to their remit. To access the premises, employees must hand in their badges for verification before passing through the security doors.

The datacentres have an even higher level of protection, as only authorised personnel can gain entry. OVH installations are strictly for our own use.

How frequently is the SBS HR Resource Centre database backed up?

Back-ups of our Wordpress CMS are taken every week.

User accessibility

What password controls are in place?

The SBS HR Resource Centre enforces a password that contains a minimum of 7 characters.

How can a user access the SBS HR Resource Centre?

A user can access the SBS HR Resource Centre from any secure web browser, however they must know the exact URL address to be directed to the login screen. We do not supply a generic login page thus creating an added level of security.

What different levels of access are available?

All users access the same amount of HR advice and guidance.