

## Corporate Governance and Standards Committee Report

Ward(s) affected: n/a

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# Data Protection and Information Security Update Report

## Executive Summary

The transactions and interactions customers, residents and staff make with the Council often involves the sharing of personal data, for example in relation to council tax accounts, housing agreements, employment contracts.

It is therefore vitally important that this data is used only in ways reasonably expected, and that it stays safe. Similarly, the secure collection, storage and transfer must be executed with regard to sound cybersecurity practices.

## Recommendation to Committee

To note this report.

**Is the report (or part of it) exempt from publication?** No

## 1. Background

- 1.1 It is now over two years since the General Data Protection Regulation (GDPR) came into force. A number of positive advances have taken place within the Council since then.
- 1.2 This report provides an update on developments in data protection and information security within the Council since the last report of March 2020.

## 2. Update on Progress

### Information Governance Successes since March 2020

- Updated guidance on email encryption for staff and councillors has been uploaded to the intranet

- The volume of data breaches has been reduced considerably – three breaches during last six months compared with ten instances during equivalent period last year
- Personal Storage Table (PST) archived email files – good progress on removal from GBC devices – Since migration of council network to MS 365
- Spike in phishing<sup>1</sup> scams during Covid-19 lockdown situation – emails distributed warning staff and councillors to be vigilant
- Future Guildford – Salesforce – data processing agreements drawn up
- New online GDPR training package (Workrite) procured – compulsory for all new starters

#### Objectives for the next 6 months:

- Transfer files from Sharepoint to Microsoft 365
- Complete removal of PST files
- Implement next stage of Salesforce

#### Information Assurance Successes since March 2020

- As part of GBC's ongoing implementation of National Cyber Security Centre's (NCSC) active cyber defence initiative, we implemented a Dmarcian solution to protect the Council's mail domain from being used for email related cybercrime
- KPMG Audit Report on cybersecurity and GDPR finalised in May 2020
- New suite of in-depth information security policies being delivered, tailored and branded for GBC to be deployed on the intranet, referencing standards such as ISO 27001, Payment Card Industry Data Security Standard PCI DSS and Public Services Network (PSN).
- Provided expert advice and best practice standards in relation to information security and risk to Enterprise Resource Portal (ERP), Salesforce and Open Portal Future Guildford projects

#### Objectives for next six months

- Removal of legacy systems from GBC infrastructure

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<sup>1</sup> "Phishing" means a fraudulent attempt to obtain sensitive information such as usernames, passwords and credit card details by disguising oneself as a trustworthy entity in an electronic communication – e.g. emails or text messages - which often direct users to enter personal data at a fake website which matches the look and feel of the legitimate site.

- Phasing out of GCSX (Government Connect Secure Extranet) email solution - sending data from .gov to .gov addresses is now secure, so GCSX is now redundant as a result of migration to Microsoft 365. Information Assurance Manager to advise Council on implementation
- Renewal of Council's PSN compliance
- Active Cyber Defence National Cyber Security Centre (NSCC) Protective Domain Name Service (PDNS)
- Renewal of Council's Payment Card Industry Data Security Standard (PCI-DSS)

**3. Background Papers**

None

**4. Appendices**

None