

# Our Commitment to Privacy & Security

1<sup>st</sup> February 2020 Hybrid Mail Solutions

**The security of our data, policies and customer information is our top priority at Hybrid Mail Solutions.**

We are committed to the protection of personal data and the fundamental rights of data subjects, in compliance with relevant laws such as the General Data Protection Regulation (GDPR). In order to support a robust approach to personal data protection and information security in general, Hybrid Mail Solutions has adopted recommendations by supervisory authorities and industry best practices. All mail and data transferred to Hybrid Mail Solutions goes via https / SFTP / secure file transfer and is encrypted to 256BIT.

The Hybrid Mail Solutions Servers are hosted within a resilient Tier 4 Data Centre at South West Communications. Tier 4 is most stringent level of security in terms of data control which is designed to host mission critical computer systems with fully redundant subsystems and compartmentalised security zones controlled by biometric access controls method. There are two Hybrid Mail Solutions servers; one main and one backup, which are powered by stand-alone generators thus ensuring continued data supply. If a problem is detected, switch over to the backup server will occur automatically.

Working collaboratively with a client, Hybrid Mail Solutions will work within any existing Disaster Recovery (DR) and Business Continuity framework to support business critical functions within the company. HMS will manage this process against pre-agreed SLAs covering all types of incidence, and provide a service to match any requirements.

Hybrid Mail Solutions operates a number of DR services, at different service levels across multiple contracts. In line with Hybrid Mail Solutions existing contracts, fully effective, robust and tested operational and disaster recovery measures are agreed and documented in the business continuity plan by Hybrid Mail Solutions and will be reviewed with the client at agreed timelines.

Hybrid Mail Solutions has implemented an information security management system (ISMS), achieving ISO27001 certification in 2012. The scope of our ISMS covers all areas of the business, and we are constantly striving to advance our policies and procedures. In particular, we are expanding our security controls based on ISO27001 and implementing penetrative testing to our internal and external network.

We have recently expanded our policies and procedures related to all information assets containing personal data to ensure data protection by design, as well as to meet other GDPR requirements. In particular, we are conducting data protection impact assessments in line with the recently published standard ISO/IEC 29134:2017.

The security and privacy landscape are continually evolving and we will strive to be at the forefront of those best practices and policies.



**Colum Courtney**  
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