Freeway Medical & Freeway Med-tech – trading names of Chromis UK LTD

Freeway Medical Information Security Policy and Process **Overview Document 2024-25**

COMMITMENT TO DATA PROTECTION & CONFIDENTIALITY

Freeway Medical - Chromis UK Limited is dedicated to protecting the confidentiality, integrity, and availability of all data it handles. This policy outlines our information security processes, particularly focusing on the handling of third-party customer data, which includes account manager information, payment information for credits, and business communication data..

Freeway Medical Information Security Policy and Process

Overview Document 2024-25

This document outlines the information security policies and procedures used by **Freeway Medical & Freeway Med-tech** (trading names of Chromis UK Ltd).

Scope

This policy applies to all employees, contractors, and third parties who handle customer data on behalf of Freeway Medical - Chromis UK. It covers all aspects of data storage, processing, and transmission.

Information Security Objectives

- **Confidentiality**: Ensure that customer data is accessible only to authorized personnel.
- **Integrity**: Maintain the accuracy and completeness of customer data.

Availability: Ensure that customer data is available to authorized users when needed.

Data Classification

Customer data handled by **Freeway Medical - Chromis UK** includes:

- Account manager information
- Payment information for credits
- Business communication data

Security Controls

Data Storage

- **Encryption**: All customer data stored electronically must be encrypted using industry-standard encryption methods (e.g. AES-256).
- **Access Control**: Access to customer data is restricted to authorized personnel based on role-based access controls (RBAC).
- **Physical Security**: Servers and storage devices containing customer data are located in secure facilities with controlled access and surveillance.

Data Processing

- **Secure Processing**: Customer data is processed on secure systems that comply with relevant security standards and best practices.
- **Audit Logs**: All processing activities are logged and monitored to detect and respond to unauthorized access or anomalies.
- **Employee Training**: Employees involved in data processing are trained on data protection principles and the secure handling of customer data.

Data Transmission

- **Encryption in Transit**: All customer data transmitted over networks is encrypted using secure protocols (e.g. TLS).
- **Secure Channels**: Data transmission occurs over secure channels such as VPNs or encrypted email.
- **Data Minimization**: Only the necessary amount of customer data is transmitted, avoiding unnecessary data transfers.

Incident Response

- **Incident Reporting**: Employees must report data breaches or security incidents immediately to the IT department.
- **Response Plan**: A documented incident response plan details the steps to be taken in the event of a data breach or security incident.
- **Notification**: Affected individuals and relevant authorities will be notified in accordance with legal requirements in the event of a data breach.

Compliance and Monitoring

- **Regulatory Compliance**: **Freeway Medical - Chromis UK** complies with all applicable data protection laws and regulations, including GDPR.
- **Regular Audits**: Periodic audits are conducted to ensure compliance with this policy and to identify areas for improvement.
- **Continuous Monitoring**: Systems and networks are continuously monitored to detect and respond to potential security threats.

Roles and Responsibilities

- **Management**: Ensures the implementation and enforcement of this policy.
- **IT Department**: Responsible for the technical aspects of data security, including encryption, access control, and monitoring.
- **Employees**: Must adhere to this policy and report any security concerns or incidents.

10. Contact Information

For any questions or concerns regarding this policy or to report an incident, please contact the IT department at ITsupport@freewaymedical.co.uk

Policy Approval and Acknowledgment

This Information Security Policy has been approved by the management of Freeway Medical - Chromis UK. All employees and associates are required to acknowledge their understanding and compliance with this policy.

Signed on behalf of Freeway Medical / Freeway Med-tech – trading names of Chromis UK Ltd.

Date: 12th September 2024

FREEWAY Medical

For more information:
info@freewaymedical.co.uk
F reeway Medical Unit 15/16
Colthrop Business Park,
Colthrop Lane, Thatcham
Berkshire
RG19 4NB-United Kingdom –
T +44 (0) 1635 868191

FREEWAY Med-Tech