

Security Starter Session

Protect your data



**RTG
COMMERCIAL
SERVICES LTD**

**YOUR CYBERSECURITY:
sorted**

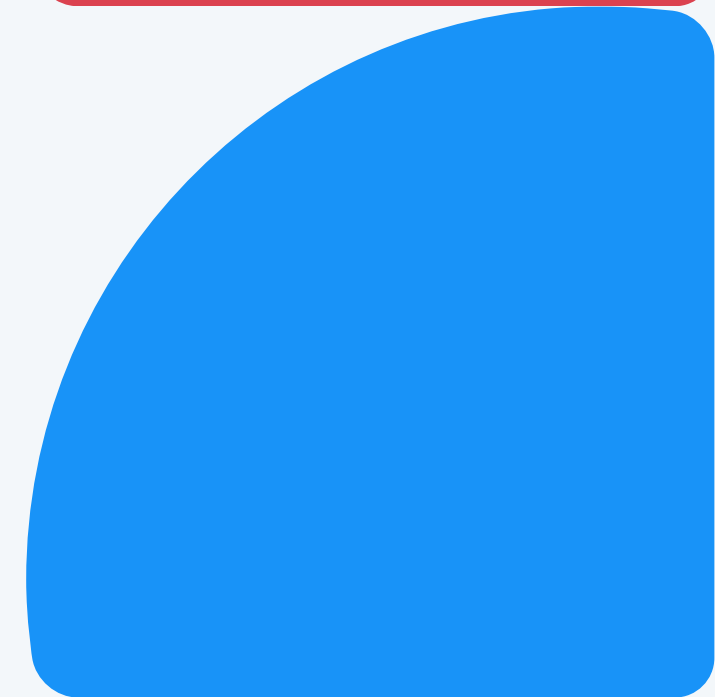
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Secure your future

About me

I founded RTG Commercial Services Ltd in January 2017. I have built a reputation for working collaboratively with clients to deliver high quality, solutions to secure and protect data and ensure compliance with legal and regulatory obligations. I give organisations and their leaders peace of mind that their data is protected from internal and external errors or attacks.

Having worked on large digital transformation programmes and with larger companies, I am expanding my services into the provision of common-sense, pragmatic advice to smaller growing businesses so that they can develop a security baseline appropriate to their needs and risks.



Why do we care?

Protect your data. Secure your future.

Impact of security breaches

Made In Britain says:

1. 60% of businesses with 10-49 employees have suffered a cyber attack
2. 60% go out of business 6 months after an attack
3. The average cost to fix an attack is £25,000
4. The total cost is an average of £65,000

Statistics and numbers vary, but all agree

- Cyber attacks are common
- The risk is increasing
- Attacks are disruptive and expensive to resolve

People I talk to worry that they need huge technical knowledge or lots of money to protect themselves and their business, but I am determined to help them see that this is not the case.

Security breaches are stressful and can be costly, but there are simple steps and routines that make it harder for you to be attacked. People doing the attacking see it as a business – make it harder for them, reduce the return on investment and they will turn their attention elsewhere

Case Study 1 - Denial of Service, under 10 employees

Four attacks between August 2021 and January 2022, where a micro company was hit by denial-of-service attacks. This attacked their core internet access and made their systems slower and slower, with fewer orders from customers.

After informing their Internet Service Provider, services were restored after 72 hours and while the Managing Director thought there had been little impact on sales, the Finance Director thought there had been a meaningful impact.

There were a lot of customer complaints and a dip in their online ratings, with the Managing Director finding the whole situation 'stressful.'

Case Study 2 - Phishing, 10-49 employees

August 2021 a private sector company with 10-49 employees was hit by an email phishing attack. Invoice emails were intercepted, and bank account details changed. Their IT provider took 3 hours to respond and reassured them that all had been resolved. However, two further administration accounts had been setup and clients sent phishing emails from the company account.

All staff had to contact their clients and advise them not to open previous emails, and they also had to contact their bank and accountants.

As a small company they could not quantify their losses, but the emotional impact on the General Manager and IT Manager was huge.

What are you worried about?

Protect your data. Secure your future.

Information Security?

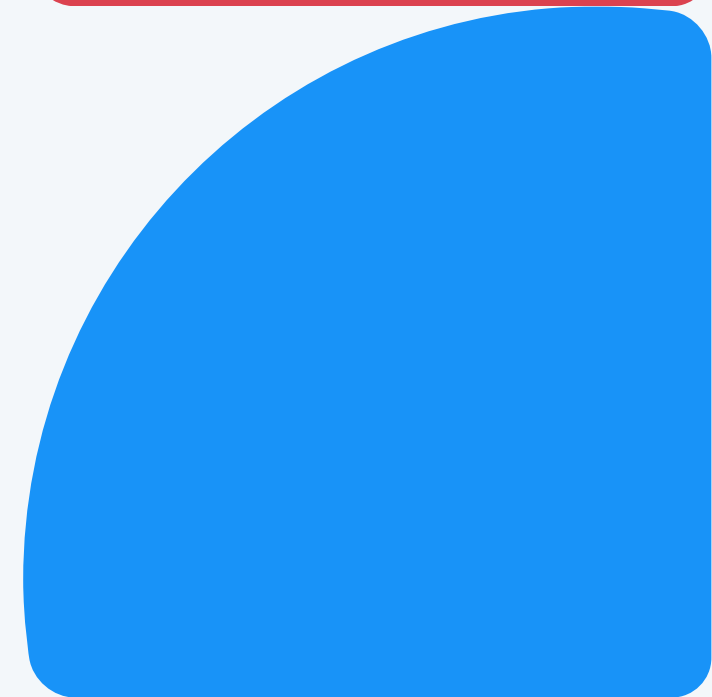
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A definition

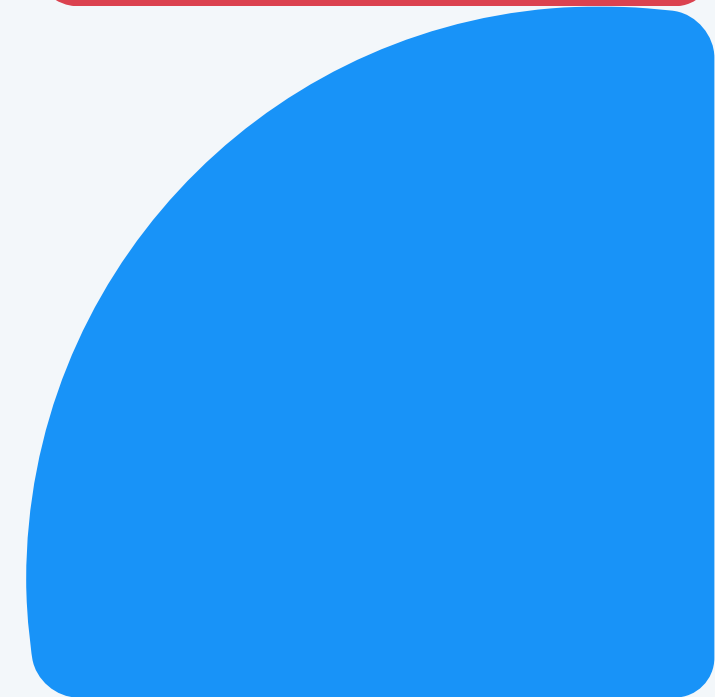
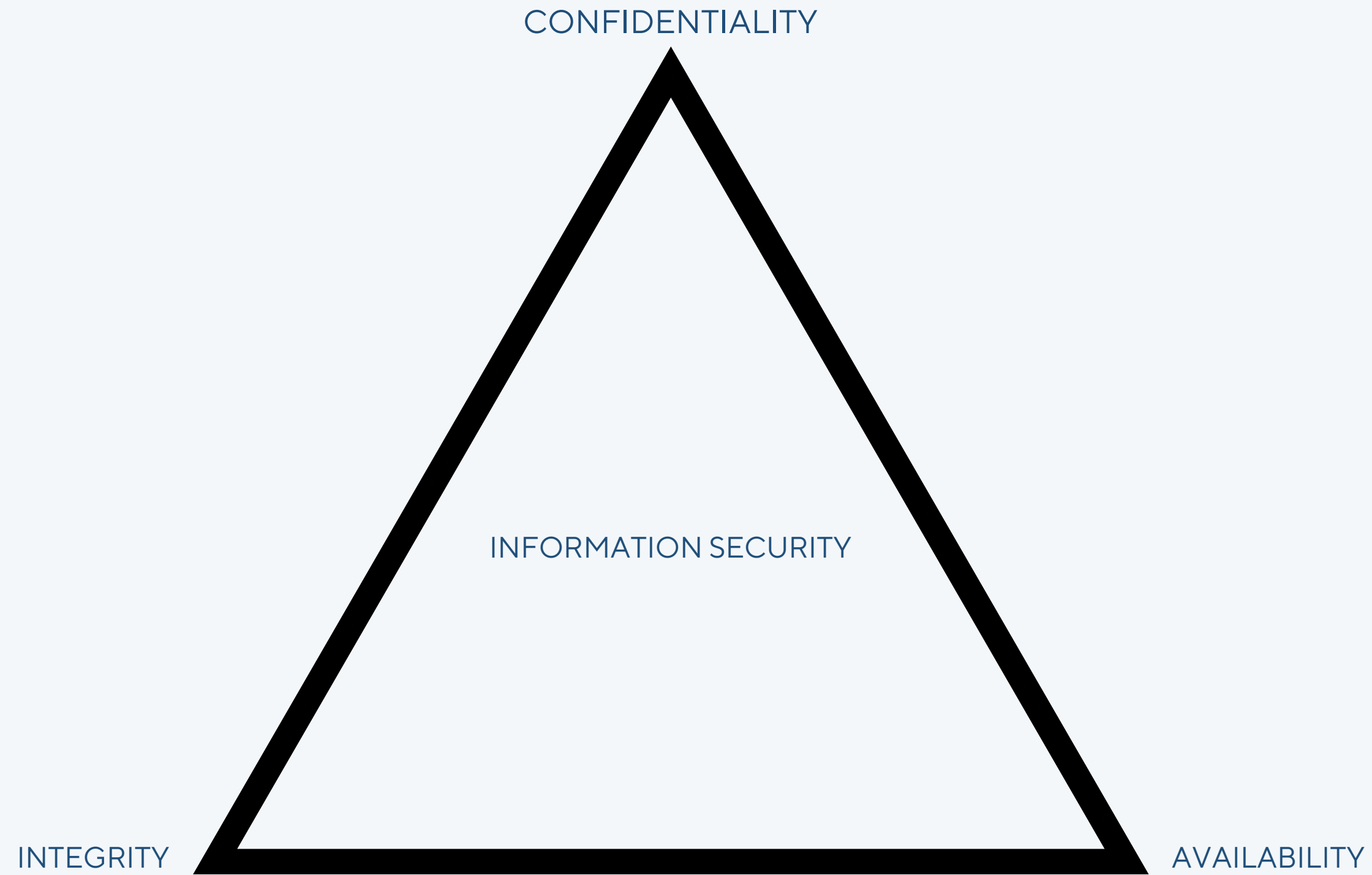
Most people talk about Cybersecurity rather than Information Security, but they are different.

Information Security protects information in any form whether digital or physical. It includes activities designed to protect data from unauthorised access, disclosure, modification or destruction. It protects not just digital data, but also physical documents, communication channels and other forms of information.

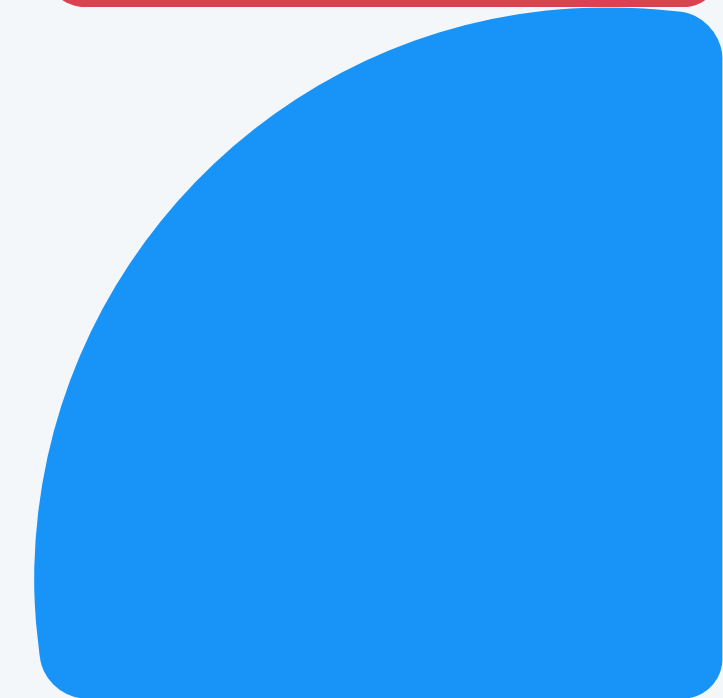
Cybersecurity focuses specifically on protecting digital information and systems from cyber threats. This includes defending networks, servers, computers, mobile devices and data from attacks that come from external attacks such as hacking, phishing, malware and ransomware.



The CIA Triad

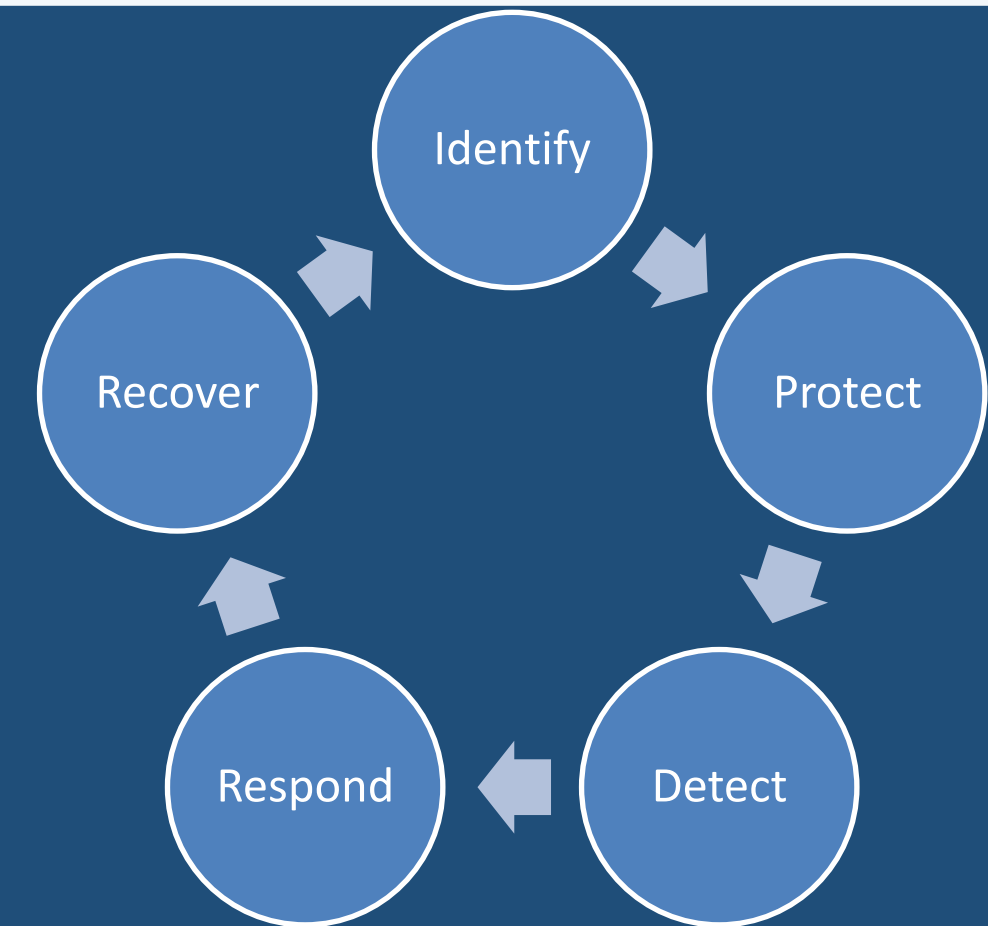


What does it cover?



A simple process

Protect your data. Secure your future.



Create an inventory - what?

| WHAT | WHAT DOES IT CONTAIN | WHO OWNS IT | PERSONAL DATA |
|-------------|--|---------------|---------------|
| Laptop | All business information | Rachel Gentry | Yes |
| Home office | Company incorporation documents Insurance Client proposals | Rachel Gentry | Yes |
| Website | Product and service information Contact information | Trevor Gentry | No |

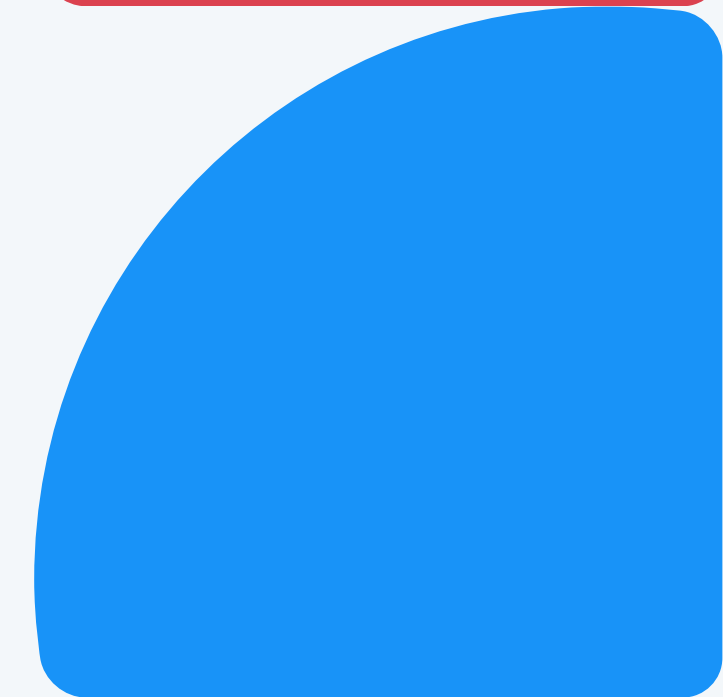
| WHAT DO I WANT TO PROTECT | WHY | WHERE IS IT | PERSONAL DATA |
|----------------------------------|---|--------------------------|---------------|
| Client proposals | History of business won and lost Could be reused again | In Google Drive | Yes |
| Business incorporation documents | Legal obligation to retain | Filing cabinet in office | Yes |
| Marketing material | Only way of communicating to customers | Website | No |

Understand your obligations - why?

| WHAT DO I NEED TO DO | WHO FOR | WHERE IS THIS DOCUMENTED | IMPACT OF NOT DOING |
|------------------------------|--------------------------|--------------------------|------------------------------------|
| Keep their data confidential | XXX client | Contract | Loss of business |
| Keep personal data safe | Information Commissioner | Data Protection Act | Fines and reputational damage |
| Keep my employees safe | UK Government | Health & Safety Act | Fines, reputational damage, prison |

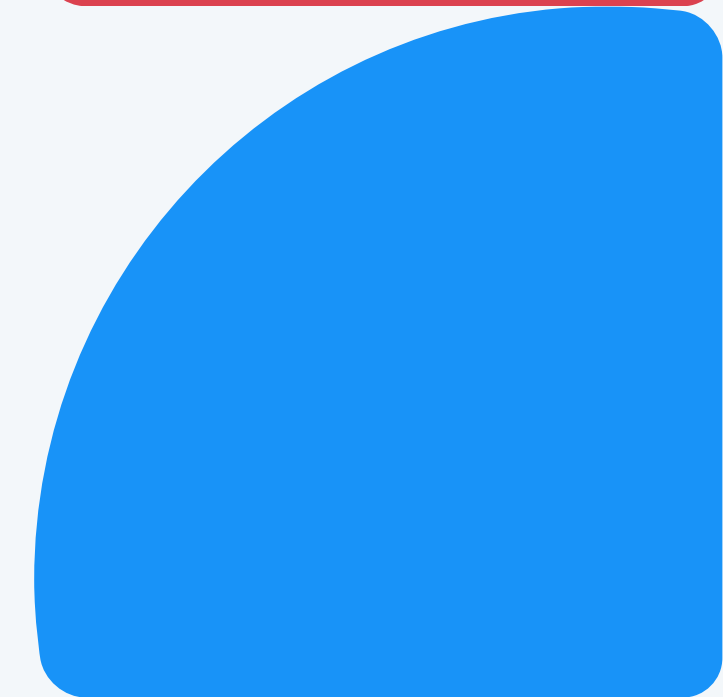
Understand your risks – what from?

| THERE IS A RISK THAT | BECAUSE | WHICH COULD CAUSE | ACTIONS TO TAKE | LAST UPDATED |
|---|--|--|--|--------------|
| I could lose access to my google drive | I haven't protected it from a denial-of-service attack | Loss of business and customer upset | Multi-factor authentication on drive Secure password Change firewall and router passwords Backup to alternative provider (can be expensive) | September 24 |
| I could lose my laptop, monitor and printer | Someone has broken into my office and stolen it | Cost to replace and potential breach of personal information | Locked door and CCTV Clear desk and lockable storage Alarm | August 24 |
| My website could be taken over | Someone has accessed it illegally | Reputational damage and cost/time to recover | Check contract with provider Limit admin access to one person | |



Create an action plan – how?

| ACTION | WHAT DOES IT FIX | PRIORITY | COMPLETED | COMMENT |
|---|--|----------|--------------------------|---------------------------------------|
| Multi Factor authentication on all accounts | Unauthorised access Financial losses Loss of secret client information | High | All except Sage accounts | Waiting for Sage to add functionality |
| Change Firewall and Router password | External attacks | High | June 24 | |
| Backup data to another provider | Loss of data Risk of attack Inability to restore data if ransomware or malware attack successful | Medium | | Cost:benefit to be analysed |



How can I help?

Protect your data. Secure your future.

Services for smaller businesses

Over the last few months, I have been developing new services specifically for micro and small business owners who don't have the resources to invest in external information security support. I'm interested to hear whether these are of interest/are likely to have interest for people like you.

FREE:

Just One Step: Daily actions that all individuals and businesses can take

Security Starter Sessions: A community of like-minded business owners to share experiences and advice on how to protect your information

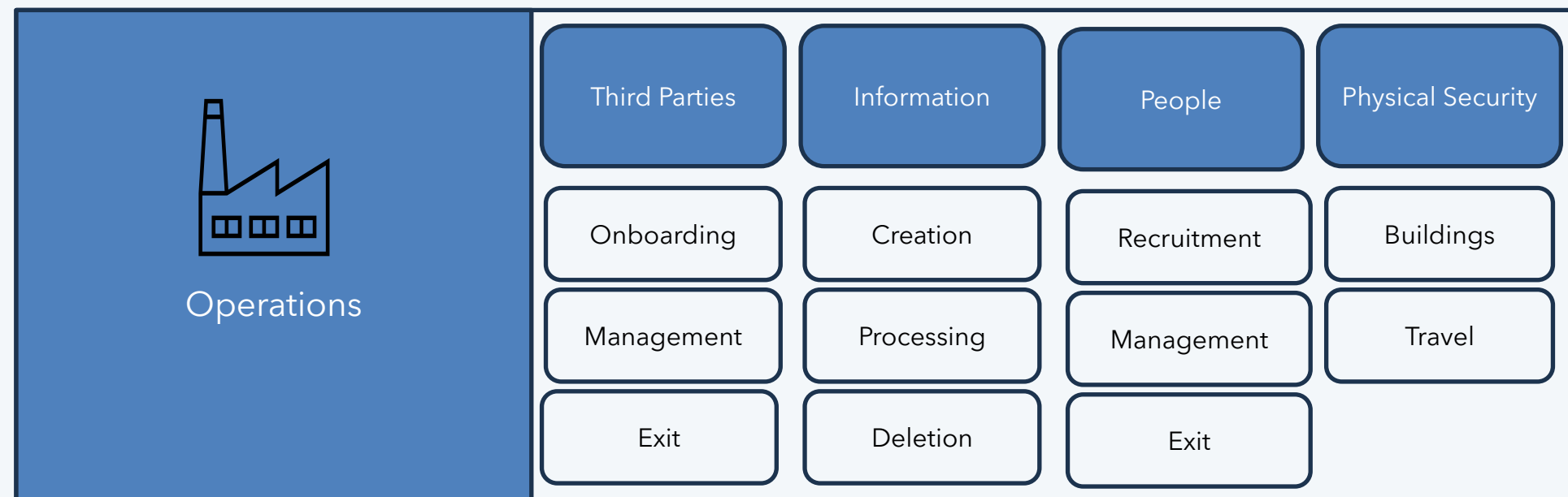
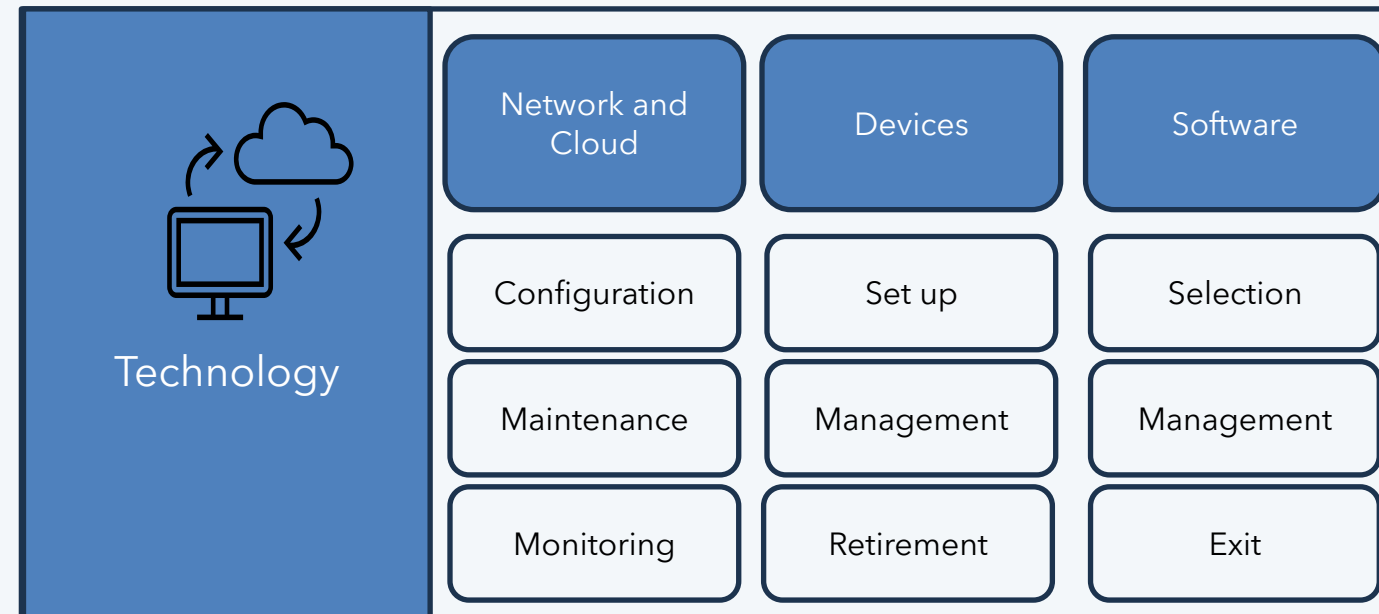
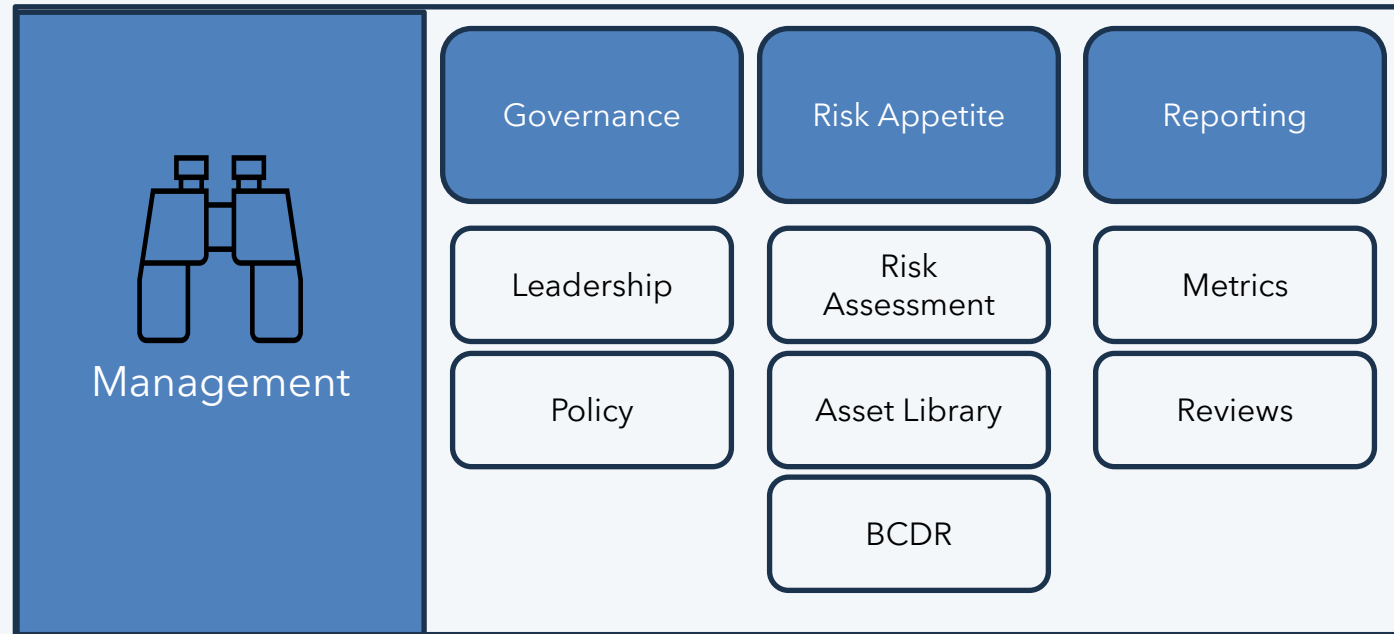
Security Demystifier: A 'dictionary' of security terms and online guidance via my website

CHARGEABLE – contact me for pricing information

BSMART: A tool to measure information security maturity and prioritise actions to take

- **Self Service** single payment - a spreadsheet where you answer questions and get a simple matrix of areas to improve
- **Guided** single payment - self-paced video guidance and 3 months email support
- **Supported** 2 equal payments - 8 hours 121 support to do initial assessment, complete risk assessment and plan actions. Plus 3 one-hour support sessions over 4 months
- **Managed** 4 quarterly payments - Annual maintenance package. Quarterly review sessions plus annual deep dive, supported with 'always on' WhatsApp and email support
- **VIP** POA - Do it for you on a tailored basis

BSMART Overview



Three Actions to Take Away

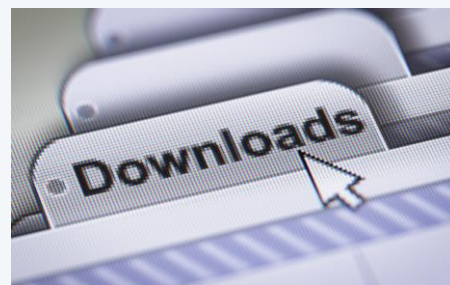
Three steps to build into your regular routine to protect your data and your customers



Protect your devices with separate accounts, biometric authentication and hard-drive encryption



Protect your home office with lockable storage, a shredder and a clear desk/whiteboard



Protect your data by clearing your downloads folder every month

Get in touch to find out more

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