Relationship Management: Effectively Partnering with Your Cyber Insurer

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August 18, 2016
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Agenda

• Underwriting Process
• Claims Process
• Best in Class Controls
  – Separating the Good from the Bad
• Questions
Underwriting Process

• Be Open and Honest
  – Tell us everything about yourself
  – There are no wrong answers
Underwriting Process

- Have you ever experienced a data event?
- Do you:
  - Collect, store or transact any personal, financial or health data? Or, do you provide consumers with the opportunity to provide this information?
  - Outsource any computer network operations?
  - Outsource data or network management?
  - Share data with business partners or vendors?
  - Have a recent cyber risk assessment?
  - Have encrypted devices?
  - Have encryption on data at rest?
• Do you (continued):
  – Have a current intrusion detection software protocol?
  – Have a posted privacy policy which aligns with your internal data management practices?
Underwriting Process

- Data Classification
  - Type of date
  - Number of Individuals on whom you hold PII
  - Third Party Corporate Confidential Data
  - How is the data segregated & protected
  - What are the most number of records in one place
- How long do you maintain records?
- What is your data retention policy?
- What is your data destruction policy?
- What is your media destruction policy?
Underwriting Process

- Policies and Procedures
- Risk Assessments
- Audit & Compliance
- Operational Security
- Physical Security
- Third Party Vendors
Claims Process

- Again, be Open and Honest
- Contact us as soon as possible
- We:
  - Deal with these situations every day
  - Know who to call to best meet your needs
  - Have pre-arranged pricing with vendors
Claims Process

- Things not to do:
  - Rely on internal staff to investigate event
  - Rely on internal staff to provide response services
  - Use firms that work on your network or certify your compliance
Best in Class Controls

- Full disk encryption on all laptops, desktops, mobile devices, and external storage
- Segmentation of network – example: Target
- Controls extending to embedded devices
- Documented and tested DR/BC and Incident Response plans
- Formal Data Retention Policy – including secure deletion of data
- Two Factor authentication
- Physical Security
- Robust Cloud/Vendor management system
- Security awareness training
- Understand the additional controls necessary for PCI and HIPAA
- Conduct annual penetration tests, and remediate issues
Separating the Good from the Bad

• **Varies depending on the company size**
  – Having a disaster recovery plan that it 5 years old and has never been tested
  – Unencrypted laptops – “But we have a policy!”
  – Unencrypted credit card data
  – “We retain everything forever” as a retention policy
  – “But we’re PCI compliant”
  – “I’ve outsourced that function so we don’t need to worry about it”
  – “That’s on our roadmap for 2017…”

• Who is the most senior person responsible for Information Security?
Questions