Information Incident Management Policy

Last Updated: 17 January 2020

Integrated Education Software Limited ("IES") provides cloud-based software ("our software") hosted at www.ies.co.nz to which this *Information Incident Management Policy* applies.

Information Incident defined

An *Information Incident* is where unauthorised access to information stored by our software occurs resulting in a potential or actual breach of privacy.

Unauthorised external access

All requests made of our software via the internet are logged, including unsuccessful log-in attempts. We monitor unsuccessful log-in attempts for suspicious activity.

A client-enterprise that becomes aware of unauthorised access by a person associated with that enterprise may suspend any or all persons from that enterprise from accessing our software at any time.

Upon request from a client-enterprise, IES will review the recent activity logs to help identify the source of the breach and / or the credentials that have been compromised.

Investigation and Reporting of incidents

Should IES become aware of any potential information incident involving our software, whether external or internal in origin, IES will forensically investigate and assess the matter.

If an Information Incident is deemed to have occurred IES will notify any affected client-enterprises of the incident together with an assessment of the extent of the breach. IES will take whatever remedial action that may be necessary to avoid a breach in future. IES will provide a report of the incident, together with any evidence gathered to the client-enterprise.

IES will work with the client-enterprise to identify any data that may have been accessed or changed or extracted and if necessary restore any data that has been altered or deleted.

Changes to this Policy

This Policy is effective as of the date on the first page and will remain in effect until it is superseded by an updated policy.

We reserve the right to update this Policy at any time. Should we make material changes we will notify our client-enterprises by email and / or by placing a prominent notice on our website.

Logging into our software constitutes acknowledgment of and acceptance of this Policy by our client-enterprises.

Contact Us

If you have any questions about this Policy please email us at ies@ies.co.nz.