

By Miles.

Our information security, cybersecurity and privacy protection - Information Security Management System policy.

As an FCA regulated firm we are required to establish and maintain appropriate systems for managing operational and regulatory risk, keeping information secure, and ensuring the confidentiality of personal data. Our alignment to the scope of ISO 27001 within our Information Security Management System (ISMS) implementation provides the framework and controls that allow us to maintain the confidentiality, integrity and availability of information.

Access to information in all its forms, is critical to the ongoing functioning and good governance of By Miles. Failure to adequately protect information increases the risk of financial and reputational losses from which it may be difficult for By Miles to recover.

It's our policy to:

- Make the details of our Information Security Management System (ISMS) known to all interested parties, where appropriate, including our security vulnerability reporting policy available at:
 - bymiles.co.uk/security-vulnerability-reporting-policy
- Comply with all legal requirements, codes of practice and all other requirements applicable to our activities; therefore, as a company, we are committed to satisfying applicable requirements related to information security, the General Data Protection Regulation (GDPR) and the Financial Conduct Authority (FCA) and implement continual improvement activities accordingly.
- Ensure that our customers' data is stored securely, processed in a fair and transparent manner, and accessible to them whenever requested.
 - Refer to the section on '[Your rights](#)' in the By Miles Privacy Notice.
- Provide equipment, trained and competent staff, and any other required resources to enable these objectives to be met.
- Ensure that all employees are made aware of their individual obligations in respect of this information security policy.
- Maintain a Business Management System (BMS) that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management systems based on risk.

To ensure that we continually improve as a company, our Business Management System is regularly reviewed by myself and our management team to ensure that it remains appropriate and suitable to our business. The Business Management System is subject to both internal and external annual audits.



Maddy Howlett
CEO, By Miles Limited