

# By Miles.

## Our information security management policy.

While building an entirely new insurance product from the ground up, the way we process and safeguard your data has always been at the forefront of everything we do.

We're accredited with a certification called ISO 27001, which is an international standard that defines the requirements for an Information Security Management System (ISMS).

We maintain an Information Security Management System that's designed to meet the requirements of ISO 27001 in pursuit of our primary objectives in the context of the organisation. It provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

The scope of this policy relates to use of computer systems and databases operated by us as part of our business. It also relates to (where appropriate) external risks sources including from any functions which are outsourced.

It's our policy to:

- Make the details of our Information Security Management System (ISMS) known to all other interested parties where appropriate
- Comply with all legal requirements, codes of practice and all other requirements applicable to our activities, including that of the General Data Protection Regulation (GDPR) and the Financial Conduct Authority (FCA)
- Ensure that our customers' data is stored securely, processed in a fair and transparent manner, and accessible to them whenever requested
- Provide equipment, trained and competent staff, and any other required resources to enable these objectives to be met
- Maintain a Business Management System (BMS) that will achieve these objectives and seek continual improvement in the effectiveness and performance of our ISMS

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.



**James Blackham**  
CEO, By Miles Limited