Awareness Procedure

Reference: ISMS DOC 7.3
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1. Scope

All individuals working under Organisation Name's control are within the scope of this procedure.

2. Responsibilities

The Information Security Manager is responsible for awareness programmes relating to the information security management system (ISMS).

3. Procedure

"Awareness is primarily concerned with ensuring that all individuals are aware of the management systems' top policies (i.e. information security policy, quality policy, privacy policy, etc.), how their role contributes to the effectiveness of the relevant management system, the benefits of the management system, and the implications of not conforming with the requirements of the management system.

Describe all relevant awareness programmes here, categorised by management system.

You should include information about the message itself (e.g. repercussions for failing to conform to the ISMS), how the message is disseminated (e.g. short presentation with a quiz at the end), how it relates to the management system, expected or desired outcomes (e.g. all individuals know their role within the management system and where to find more information about it), regularity or frequency of repeated messaging/awareness (e.g. annual), whether a record is kept of people's attendance/results (if relevant), etc.

You should also include key information related to the processing of personally identifiable information (PII): how to recognise PII when it is encountered, the definition of PII and requirements imposed on the processing, storage and transmission of PII by the information classification system, the repercussions of failing to adhere to relevant data protection and privacy laws and their impact on the organisation and the PII principal.

You should take into account how awareness can be raised among individuals who work under Organisation Name's control but are not immediate staff (e.g. contractors, consultants, casual employees, etc.).

If your organisation is a customer of a Cloud service, your awareness programme should include the following:

- Standards and procedures for the use of Cloud services (you may need to develop these if none exist)
- Information security and privacy risks associated with Cloud services and how those risks are managed.

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- System and network environment risks associated with use of Cloud systems.
- Any applicable legal/regulatory considerations.

The awareness programme that includes the above items should be rolled out across the organisation, including to management and relevant contractors.

If your organisation provides Cloud services, your awareness programme should include information on appropriate handling of customer data (especially PII), including access, use and storage limitations."

Document owner and approval

The Information Security Manager is the owner of this document and is responsible for keeping it up to date.

The current version of this document is available to
"Specify which members of staff this document is intended for"

and is published
"Describe the location(s) – electronic and physical – where this document is available"

Its approval status can be viewed in Master List of Document Approval.

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