Case Study

Exponential-e achieves BS 10012

Who are Exponential-e?

The company was founded in 2002 as a communications technology services provider with the following mission: To be formally acknowledged among our peers, competitors and clients as the most advanced and innovative business technology enabler in the world. A 'world class company'.

Exponential-e leverages its own network to deliver business critical services including Cloud, Voice and connectivity. The Exponential-e difference is their own enterprise-class Cloud, Voice infrastructure and100GigE Ethernet carrier-class network. These technologies are integrated to deliver a non-stop compute platform for their clients, supported by end-to-end Service Level Agreements SLAs.

Why certification to BS 10012 is important to Exponential-e?

Being leaders in their field, Exponential-e recognised the importance of putting in place a framework for Personal Information Management, which allowed them to maintain alignment to the requirements of data protection legislation (GDPR and forthcoming Data Protection Bill) Demonstrating a commitment to continually improving controls related to data protection and Information Asset security, Exponential-e identified BS 10012 as an opportunity to improve risk mitigation.

BS10012 was updated in 2017 to align with the requirements of GDPR, and provides the framework for best practice in Personal Information Management. Formal certification to BS10012 is now offered by recognised certification bodies in the UK for the first time.

Exponential-e took the pioneering decision to become one of the first organisations to seek formal certification to the revised BS10012 Standard, demonstrating that Personal Information Management is a top priority for Exponential-e, thus ensuring that both staff and client data is stored securely and fairly processed.

Approach taken

The approach to achieving BS 10012 is similar to the recognised approach to achieving GDPR compliance, but with a focus on recognising the needs and expectations of interested parties and taking a risk-based approach to data protection and control.

Exponential-e have been engaged in using Blackmores services since 2014 to support compliance with the following standards as part of an integrated Business Management System (BMS) :-

- Quality Management (ISO 9001)
- IT Service Management (ISO 20000)
- Information Security (ISO 27001)
- Cloud Security (CSA STAR)
- Cyber Essentials
- Business Continuity (ISO 22301)
- Energy Management (ISO 50001)
- Environmental Management (ISO 14001)

Being certified to the above standards, Exponential-e already had robust policies and procedures in place for both data protection and information security, however these were reviewed and updated as required for BS10012:2017.

Embarking on the BS 10012 journey

Recognising the importance of strong leadership commitment, the journey commenced with an initial awareness session with the senior team at Exponential-e to convey the requirements of BS 10012 and the importance of managing personal data effectively.

Privacy Impact assessments (PIA's) were conducted across all information streams to identify how personal data was received and the legitimate reason for processing it. This data was collated into a data inventory and a risk assessment identified any additional controls required to comply with BS 10012.

It is well understood that people usually form the weakest link in terms of data protection or information security compliance. Therefore Exponential-e recognised the importance of ensuring that all staff, at all levels were subject to BS10012 awareness training, incorporating elements relating to both data protection and information security. The final piece of the jigsaw puzzle to implement prior to certification was an element of internal compliance checking, achieved through both internal auditing and Management Review.

As long-standing clients of BSI, it was a natural choice for Exponential-e to select BSI as their certification body, which resulted in Exponential-e being one of the first organisations in the world to be certified to BS 10012 in March 2018.

If you are interested in implementing an Information Security Management System, or would like further information please contact **Blackmores** on +44 (0)1462 476145 or Email **enquiries@blackmoresuk.com**

Further information can also be found on **www.blackmoresuk.com**