Security Statement

PwC Information Security Policy (ISP)

Version 9.0

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Document history

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Introduction

Information Security is a high priority for the PricewaterhouseCoopers (PwC) Network. PwC Member Firms are accountable to their people, clients, suppliers and other stakeholders to protect information that is entrusted to them. Failure to protect information could potentially harm the individuals whose information Member Firms hold, lead Member Firms to suffer regulatory sanctions or other financial losses and impact the PwC reputation and brand. The Information Security Policy outlines the minimum security requirements with which every Member Firm must comply.

The PwC Information Security Policy (ISP) has been developed to safeguard the confidentiality, integrity, and availability of the information and technology assets used by the PwC member firms and is aligned with ISO/IEC 27002:2022 Information technology - Security techniques Code of Practice for Information Security Management industry standard.

Scope

The Information Security Controls Standard applies to all PwC member firms for all information and systems. It is the policy of the PwC network that the information assets of the member firms be protected from internal or external threats, whether deliberate or accidental, such that:

- Data subject rights are respected.
- Confidentiality of information is maintained.
- Integrity of information can be relied upon.
- Information is available when the business needs it.
- Relevant statutory, regulatory, and contractual obligations are met.
- The PwC brand is protected.

The PwC Information Security Policy (ISP) serves to be consistent with best practices associated with organisational Information Security management. The PwC ISP is aligned with the ISO 27002 standard and tailored to the PwC policy framework.

The purpose of this statement is to provide PwC clients and prospective clients with a high-level overview of the security controls in the PwC ISP.

1. **Security Policy** – describes the need to protect each PwC member firm's information and technology assets and to comply with regulatory and contractual obligations and PwC policies, standards and local security policies.
2. **Security Organisation –** the management of security within PwC, encompassing the PwC network-wide security model framework; third party access to a PwC member firm's resources and security requirements for outsourced service providers.
3. **PwC Personnel Responsibilities** – areas affecting personnel security within a PwC member firm such as employee vetting, terms and conditions of employment, confidentiality agreements, and user awareness training.
4. **Access Controls** – assigning correct and appropriate access to each PwC member firm's information and technology assets based upon a data classification scheme and assigned roles and responsibilities.
5. **Physical and Environmental Security** – building access control, clear desk policy, laptop security – with the overall aim of protecting each PwC member firm's business premises and the information and technology assets that reside within them.
6. **Cyber Security Incident Management** – controls that each PwC member firm is expected to implement to minimise the impact to PwC member firms, in the event of a security breach.
7. **Data Protection** – classification and security of a PwC member firm's information assets and systems, including data classification.
8. **Service Management** – secure operation and management of information processing centres. For example, clear separation of test and production environments, separation of operational duties based upon roles, strong change management controls, and secure network connections.
9. **Systems Development** – development and ongoing maintenance of information systems to include adequate security controls during the conceptual design phase.
10. **Resilience** – business continuity and disaster recovery planning based upon service level agreements and recovery time objectives with the overall aim of minimal impact to the PwC member firm's business in the event of a disaster.
11. **Compliance Programme** – outlines controls that measure and monitor compliance of the PwC member firm's enterprise and systems with the ISP and other relevant security controls as agreed via the policies and standards process. Includes additional controls required to determine compliance with applicable regulations and legislation such as data protection.

Security policy

The member firms operate within an increasingly electronic, interconnected, and regulated environment that necessitates a consistent and standardised approach to securing information and member firm assets. The PwC ISP Framework is composed of a set of hierarchical cross-referenced documents which cascade down from the security policy statements contained in this document. These statements are used to communicate management's expectations for the key information security principles across PwC.

The ISP Framework will adapt to the changing landscape with continuous improvements to address emerging risks and business needs. The Network Information Security organisation will coordinate an annual review of the PwC ISP Framework and publish amendments in accordance with the defined PwC ISP governance procedure.

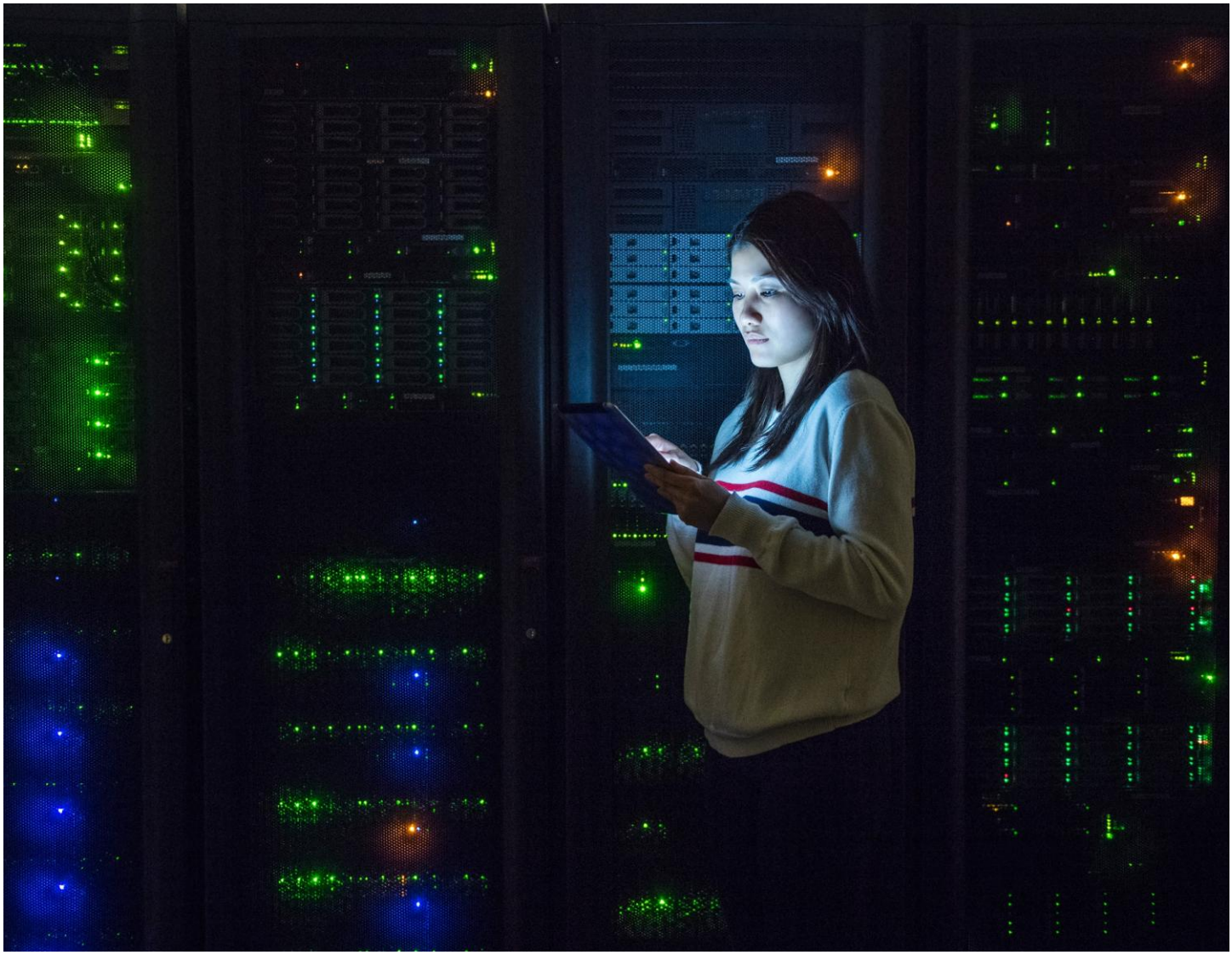
The PwC ISP Framework is aligned and compatible with financial services industry recognised security frameworks (e.g., ISO 27002:2022) and best practices. An annual review of alignment and these processes is conducted as part of the governance procedure.

All member firms and information technology resources connected to the PwC network must comply with the PwC ISP, controls and supporting standards that are designed to establish the controls necessary to protect information assets. Any deviation requires risk evaluation that includes identification of mitigating or compensating controls and a formal tracking of exceptions in accordance with the PwC Network Information Security issue management process.

Security organisation

Clearly defined roles and responsibilities are crucial to develop and deliver a successful information security and Cyber Readiness Programme. The PwC Network Information Security organisation is organised at a network and region/sub-cluster/territory level to effectively manage and execute the information security objectives.

These information security functions across PwC must establish, implement, maintain and enforce PwC's ISP to protect information and member firm assets through the development and implementation of information security services.



PwC personnel responsibilities

Human resources security

PwC personnel are the first line of defence in protecting and securing information and Member Firm assets.

Member firms are required to provide training and guidance to all PwC personnel regarding how to be responsible with use of technology and tools. PwC personnel are accountable for complying with the ISP Framework and must always report any suspected violations through the appropriate reporting process.

Security responsibilities

PwC member firm staff connected to the PwC network must conduct themselves in a manner consistent with PwC's Code of Conduct and operate in compliance with their responsibilities defined in the ISP Framework and relevant standards at all times (for example, on premises, at clients, or working remotely).

Security and privacy awareness training

PwC member firms provide regular security and privacy awareness training to personnel that must be completed within the timeframes specified. New PwC personnel are required to agree to abide by security and privacy policies. PwC firms are encouraged to periodically distribute newsletters and other communication methods to reinforce security awareness.

Background checks

To the extent permitted by applicable laws and regulations, PwC member firms screen all prospective personnel prior to making an offer of employment. These checks vary by country but may include financial profile, education, professional licences and employment verification.

Confidentiality agreements

Where permitted by law and in accordance with local firm policy, confidentiality agreements (for example non-disclosure agreements) may be implemented and signed by PwC member firm staff and third party suppliers as a condition of employment.

Appropriate use

Use of electronic communication tools, the internet and portable computer devices is permitted and encouraged where such use supports the goals and objectives of the business. PwC personnel are responsible for proper use of these technologies to protect information and member firm assets.

PwC maintains its own and respects others' intellectual property rights, which includes third party software. PwC personnel have a responsibility to the firm and clients to comply with rules for use of PwC and third party intellectual property and protect creative ideas, innovations or inventions.

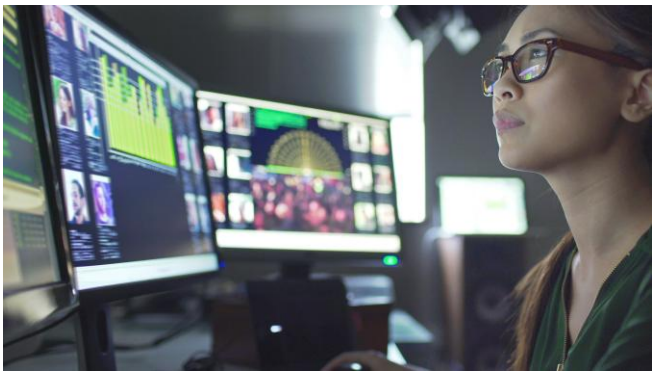
PwC member firms deploy and regularly update web traffic filtering software to block access to inappropriate websites from the PwC network. The PwC member firms must also establish and maintain email gateway service that supports spam-blocking and anti-virus software for attachments.

Secure printing

PwC member firm staff and third party suppliers must use appropriate authorisation controls available on fax and printer equipment when printing and sending confidential materials.

Termination processes

PwC member firms document their termination process, including their process for collection of information assets and removal of access rights for departing personnel.



Access controls

Strong access controls reduce the risk of accidental or deliberate modification or destruction of data as well as protecting against unauthorised access or dissemination.

Access to information must be commensurate with an individual's business role and the least privilege concept, where the minimum access levels are granted based upon their required business needs and the nature of the information they are trying to access. Privileged access must be properly authorised and limited to a defined duration with adequate monitoring and oversight.

Authorization and authentication controls

Access credentials must uniquely identify an individual and access permissions must be the minimum levels required to perform a user's specific job responsibilities. Access credentials are used to identify the individual and correlate that individual with any related activity performed for which they will be held accountable and responsible. Credentials, therefore, must not be shared or compromised.

Proper business approval must be documented prior to the creation of an individual account or access provisioning. Access must be reviewed upon a change in job responsibility and on a periodic basis, at least annually. Access must be removed promptly upon termination.

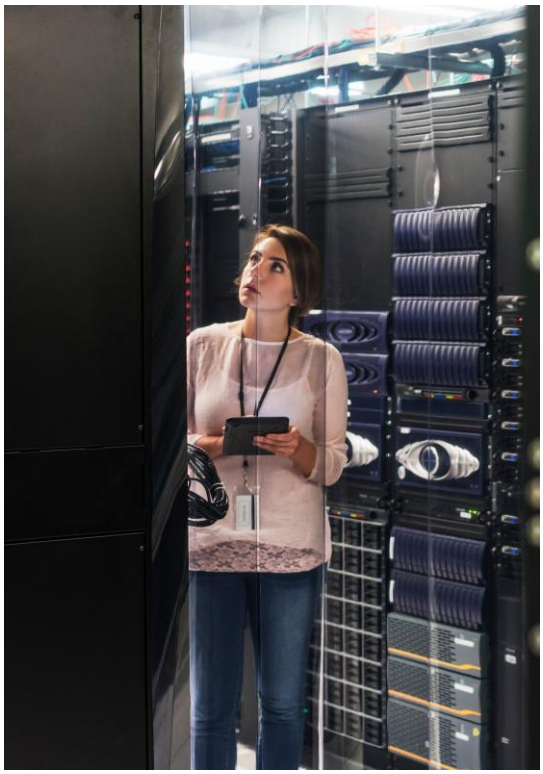
Authentication mechanisms such as login ID and password are the primary means of protecting access to systems, applications and data. It is essential that these authenticators be strongly constructed and used in a manner that prevents unauthorised access. It is mandatory to implement authentication mechanisms commensurate with the level of security risk.

Privileged access

Privileged access provides permissions to a network, system or application that results in higher risk functions and requires additional controls to mitigate those risks. Privileged access must be kept to a minimum to limit the risk of cyber attacks. Privileged access requests must be individually approved, periodically reviewed and documented with business justification.

Password requirements

Passwords are the most frequently utilised forms of authentication and when shared with user identification information are classified as highly confidential and protected accordingly. Passwords must be constructed with complexity requirements enforced to reduce the risk of unauthorised access to systems and applications. Stronger password control requirements must be implemented where there is higher security risk associated with the access.



Remote access

PwC provides personnel with the facilities and opportunities to work remotely to meet client demand or business needs as appropriate. Each member firm must make any user authorised to work remotely aware of the acceptable use of portable computer devices and remote work rules. PwC member firms use virtual private network (VPN) technology through a secure encrypted communications channel where users are required to authenticate using two-factor authentication.

External connections with the PwC networks can leave the network vulnerable to unauthorised access. External perimeter access controls must be implemented based on the risk related to the external connection and be managed with the proper levels of authorisation, oversight and restrictions. In particular, all inbound connections must be terminated in an approved network protected area.

Laptop security

Laptops and workstations expose the organisation to a variety of risks that include points of entry from external sources that could introduce malware or other threats to the firm. In addition to user awareness and training, automated controls that include hard drive encryption must be utilised to further secure endpoints and protect confidential information and related member firm assets.

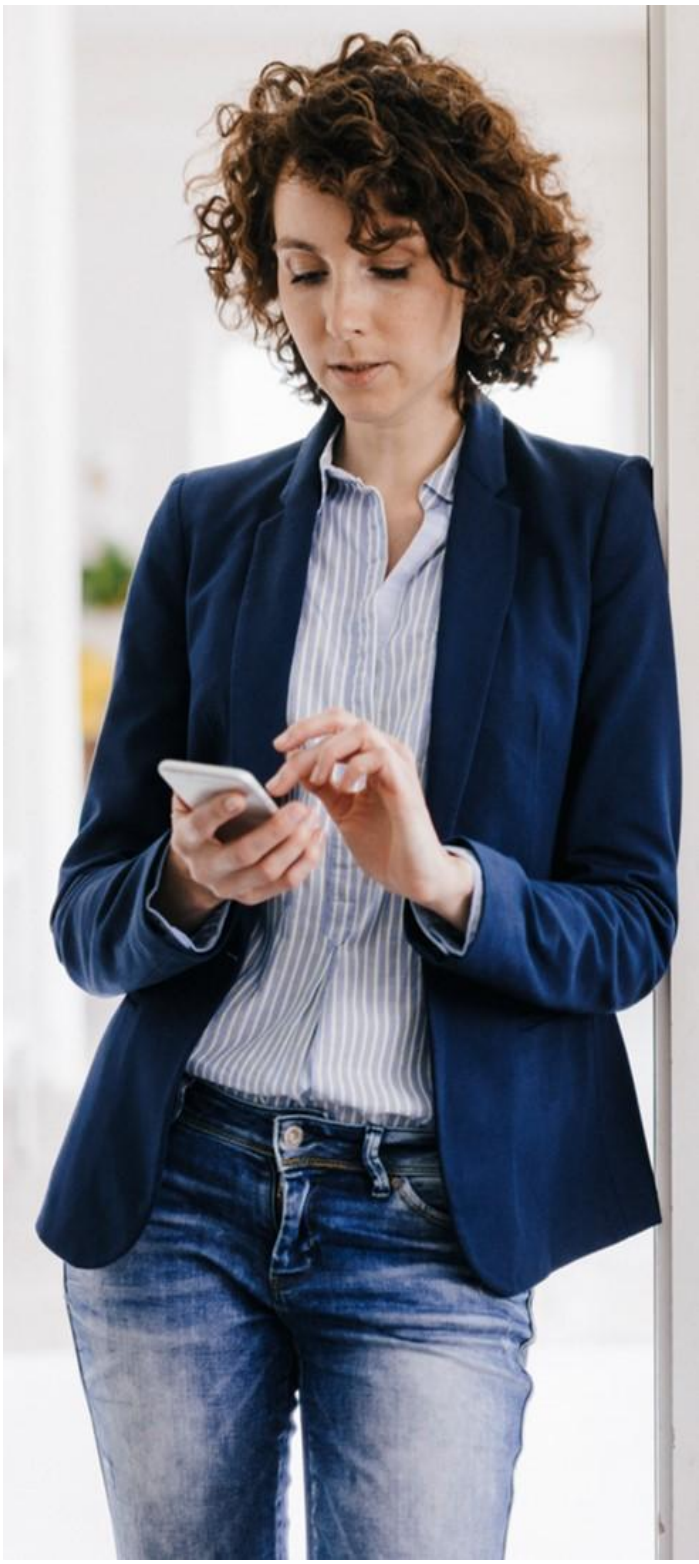
Mobile devices

Mobile computing devices must be configured and fully managed with adequate controls implemented to protect from unauthorised disclosure, loss and theft of confidential information in a member firm's possession, including information belonging to a member firm client and any confidential business information of parties PwC member firms conduct business with.

Physical and environmental security

Physical access is a necessary control to protect computing equipment and confidential information that resides in firm buildings, critical processing centres and all hosting or storage facilities. Physical access to buildings and critical processing centres must be restricted to authorised personnel with a legitimate business need in order to protect against theft, business interruption and unauthorised access to data.

PwC network service delivery, service processing and data centres are designed and constructed with site security as a priority, a tiered approach to physical access control, access limited to authorised personnel and appropriate environmental controls.



Cyber security incident management

PwC recognises that security incidents are disruptive and may cause damage to individuals, clients or the business function. PwC must be prepared to combat these threats and quickly respond to prevent impacts that may result in financial, legal or reputational implications. In order to be properly prepared, an incident management programme must be implemented to identify, classify, escalate, respond and resolve security incidents in a timely manner and reduce impact to the individuals and the business.

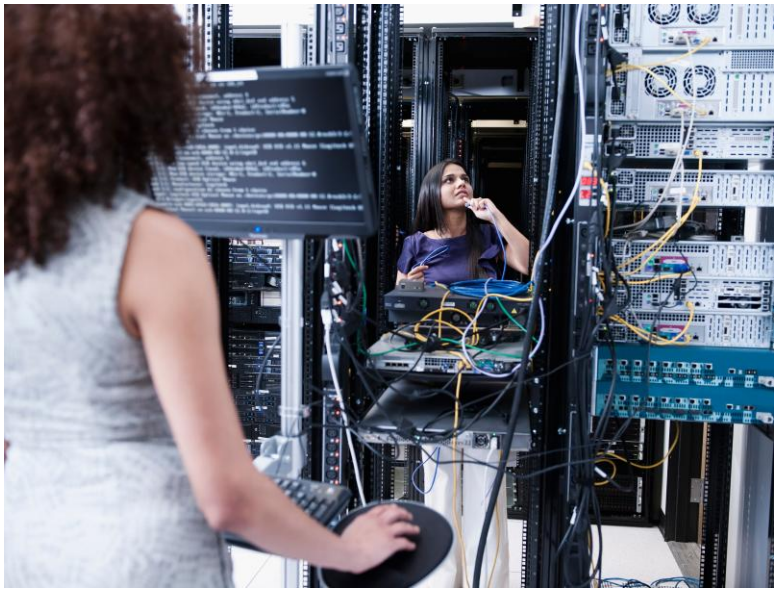
Adequate controls must be implemented to properly detect and defend the firm against malicious software designed to disrupt computer operations. To keep up with the changing threats, encryption methods and up-to-date malware protection software must be implemented to protect data on servers, workstations, laptops, mobile and removable devices.

Detection or suspicion of a security incident is critical for early identification and containment of the impacts of a security incident. PwC personnel must be familiar with the process and points of contact to report and escalate any suspected violation or perceived security incident.

Network and system monitoring and logging

Monitoring, logging, scanning or other security utilities are necessary with detection of network or system vulnerabilities. All security, audit and system tools must be configured, registered and protected with restricted access privileges, including output that is considered confidential and must be secured in accordance with PwC policy and procedures.

Monitoring and logging are detective controls to identify unexpected system activity that may include a decline in expected system performance or unauthorised activity. Early identification provides support teams with warning indicators of system performance trends that can be addressed to ensure system availability. Appropriate monitoring and logging of systems, applications and networks provide a tracing capability; combined with proper levels of recording of activity, these controls are critical for the containment and remediation process. In addition, filtering and monitoring controls for ingress and egress points prevent malicious activities, cyber attacks, data leaks and other harmful events.



Data protection

PwC gathers and generates, stores and processes large amounts of data of varying levels of sensitivity during the course of its business. The confidentiality, integrity, and availability of information and information systems is critical to uninterrupted operations and timely provision of services. To accomplish this, member firms implement data management procedures to identify, classify and inventory data with the respective information owner.

Data management procedures must clearly define relevant stakeholders (for example, information owner, information custodian, data privacy/protection officer), data classifications based upon potential business impact of unauthorised access and data lifecycle management (for example, retention, destruction, discovery, user education).

Data must be identified based on data classification and confidentiality requirements and must be protected with use of encryption where appropriate (for example, at rest, during transmission) and consider compliance with local and international laws.

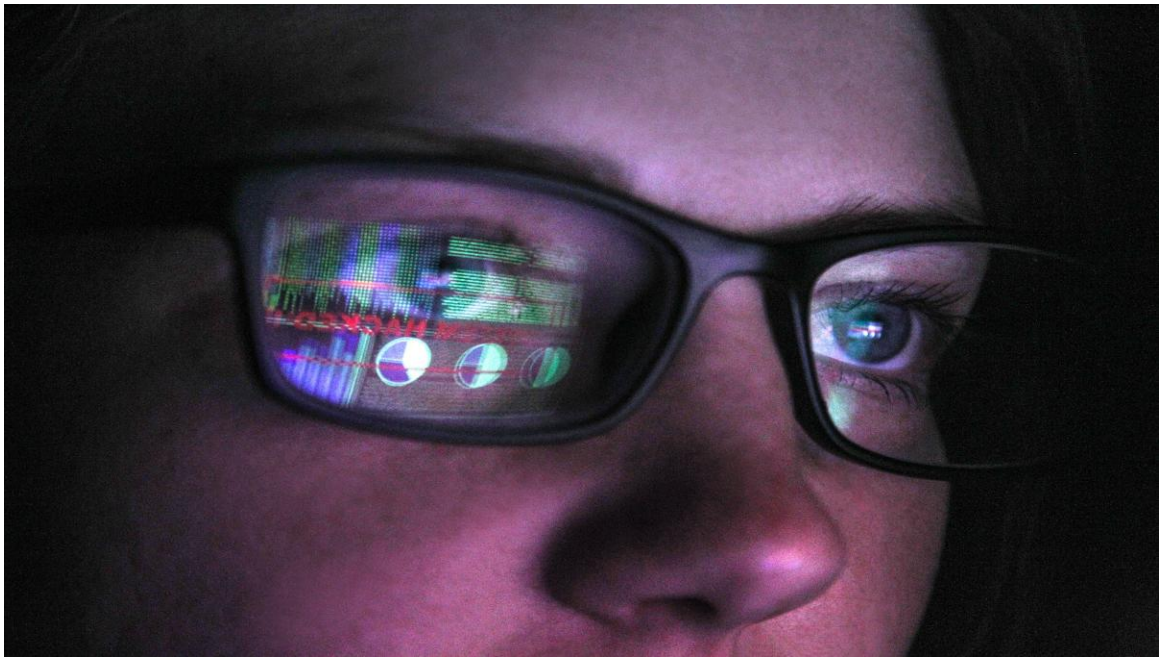
Data loss prevention and removable media

When implemented with appropriate security controls, data loss prevention helps limit the exposure of confidential information. PwC member firms must comply with data loss prevention controls for removable media, email, secure instant messaging, file sharing, web browsers and other technologies. Devices must be configured to prevent writing to unapproved removable media.

Retention, disposal and destruction of data and technology equipment

A retention schedule defines how long business records must be retained and organises records (for example, paper, electronic, other media) based on data classification. Member firms must implement appropriate controls for handling each data classification.

Member firms must also implement control procedures for disposal and destruction of data and technology equipment. Controls must comply with business, legal and regulatory requirements.



Service management

Effective delivery of information technology services must be aligned to the organisation and security strategy.

PwC maintains various types of technology assets to provide automation to improve processes, strengthen controls, and enable the business and client delivery teams. To protect these assets, baseline security configuration standards are important for the implementation of network devices, databases, servers, user endpoints, mobility devices and cloud computing. Equivalent controls are required when introducing automated solutions or technology from third party suppliers into the PwC network. Additional monitoring and logging controls are used to provide risk identification and audit tracking to protect data and the PwC brand.

Internal network

The PwC internal network is used to bring together technology with business processes that enables the operations of PwC; it is imperative that the network be procured, configured, secured and monitored accordingly. All network devices, servers, workstations, laptops and mobile devices must be properly procured and installed or configured with appropriate security controls in place to secure against unauthorised access and comply with technology build and support standards. Adequate controls must be implemented when outsourced to ensure proper service level agreements are implemented and asset maintenance is in compliance with any manufacturer or software provider service agreements.

Network security devices that enable production systems must have configuration standards and change management procedures that are documented, readily available and inspected for compliance on a regular basis. All access to the PwC network from a non-PwC location must be monitored for intrusion detection and prevention.

PwC member firms protect network diagrams, network devices, routers, diagnostic equipment or other equipment accordingly and ensure these are accessible only by authorised personnel.

Wireless networks

Only approved and managed wireless networks are permitted to connect to the PwC network. Wireless access security controls must include centrally managed standards for encryption and authentication.

Database environments

Databases are the central repository for storage of most confidential data and as such require security control configuration and administration procedures. Non-production databases must be separated from production and relevant controls must be implemented to protect any confidential data stored.

Cloud computing

Cloud computing offers a number of advantages including low costs, high performance and quick delivery of services. Cloud computing must have adequate controls implemented to protect personal data and confidential information in a member firm's possession, including personal data and confidential information belonging to a member firm client and any confidential business information of third parties with whom member firms conduct business. Cloud services must undergo security review and risk assessments following the same conditions as newly deployed applications.

Third party suppliers

PwC member firms leverage the expertise and relationships of third party suppliers for services and solutions that enable client delivery, supplement processes and create efficiencies. PwC must identify and assess security risks during third party supplier selection, engagement and ongoing service delivery. Security risks identified against the PwC ISP Framework must have business risk acceptance as defined in the ISP issue management process and mitigating or compensating controls implemented where legally permissible.

Third party suppliers that require access to IT resources must agree to establish and maintain PwC defined third party security controls and allow the PwC contracting firm, or its authorised representative, the right to audit against the agreed security controls or review existing audit results.

Technology asset inventory

Member firms are required to use a centralised inventory tool and maintain an inventory of technology assets, applications, data, and business process information related to the assets.

Vulnerability and patch management

PwC reviews vulnerabilities, patches and fixes in order to determine risk and the relative priority for patch deployment in accordance with the PwC security policy. Member firms must implement procedures that include appropriate approvals, timely identification, reporting and treatment of vulnerabilities.

System development

Formal system development

PwC member firms follow a secure system development lifecycle (SDLC) with formal documentation that includes appropriate levels of approval and oversight. This enforces implementation of secure system development methodologies and standards as well as proper change management procedures to identify, track, validate and approve changes before being implemented in production.

Application security reviews

Application development practices must use security and privacy/data protection by design principles to identify and mitigate software vulnerabilities and protect the information stored. The level of security controls implemented (for example, code review, security scans, penetration and vulnerability tests) must be commensurate with the application risk assigned as part of a formal risk assessment.

Development environments

PwC member firms maintain separate development and production environments and establish procedures that require the use of a change control process to transfer changes from development to production.

Capacity management

PwC member firms create and maintain capacity management plans and review capacity-planning reports periodically.

Resilience

PwC is prepared with an effective disaster recovery and business continuity plan to respond to unplanned events or crises. This planning is an effective risk mitigation to minimise business interruption.

PwC member firms maintain business continuity programmes that evaluate potential events and respond to actual events to minimise disruption to services. They have dedicated recovery teams to develop, maintain and periodically test processes and procedures related to business continuity and disaster recovery planning. PwC member firms' IT disaster recovery plans should include a business impact analysis, business continuity and disaster recovery plans, testing, audit, backup approach, training and awareness.

System backup

Systems are routinely backed up for disaster recovery purposes. Backup removable media must be encrypted, transported securely, stored in a secure location and clearly identified.

Compliance programme

Establishing an effective compliance programme is critical to evaluate if control effectiveness is aligned with the PwC ISP Framework, client expectations and regulatory requirements. The compliance programme provides for evaluating control compliance and effectiveness to meet the ISP Framework as well as legal or regulatory and contractual requirements. The internal PwC information security compliance programme should produce transparency on the overall sufficiency and effectiveness of the information security environment.

ISO 27001

The PwC network information security compliance team has maintained an ISO certification covering their audit programme which is subject to annual audits by independent practitioners.

Appendix A – Common terms and definitions

Term	Definition
Critical	A classification applied to information, technology, software or physical assets that if disrupted, disabled or significantly impacted for more than four hours would impact on the ability of the business unit and/or member firm to conduct business.
PwC Personnel	Partners, principals, staff, secondees, and third-party labour (including, without limitation, contractors, consultants and temporary employees) of all PwC member firms, including affiliates and subsidiaries.
Endpoint	Computer hardware device that can access information on the PwC network. Computer hardware devices include desktop computers, laptops, smartphones, tablets, thin clients, printers and voice over IP telephony devices.
External connections	Remote users or computers used to connect to the internal PwC network through the use of private network, modem, Internet and other network connections that facilitate internal PwC network activity from a location outside a member firm facility.
Personal data	Any information about a person or from which a person can be identified. Personal data need not be tied to a name and can include public data. If a person cannot be identified or re-identified from the data, the data is not personal data.
Privileged access, Privileged user	Privileged users have higher levels of access than general users. Privileged users are granted access to network devices, systems, applications and/or data from elevated (read-only) up to administrative (read/write) permissions. These permissions may allow access to change or delete data, data structure, user access, access models, application/system configuration and/or application code.
PwC	PwC refers to the PwC network and/or one or more of its member firms, each of which is a separate legal entity. Please see pwc.com/structure for further details.
Security incident	An act or event that violates information security policies, controls, standards or relevant local laws and regulations. Security incidents can be triggered by a single event such as a virus outbreak or network breach. Often, security incidents are a combination of several seemingly innocuous events which if not identified, contained and eradicated in a timely manner, can lead to larger events that pose greater risk to an entire organisation.
Third party	An organisation or person that is not a member of the PwC network.

Thank you

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