

**Packetworks Security Policy**

**1. Introduction** At Packetworks, we prioritize the security and privacy of our clients. As a trusted Internet Service Provider (ISP), we implement robust security measures to protect our infrastructure, client data, and the services we provide. This document outlines the key aspects of our security policies to ensure transparency and build trust with our clients.

**2. Scope** This policy applies to all Packetworks operations, including network infrastructure, data handling, and client-facing services. It also governs interactions with third parties, vendors, and subcontractors.

**3. Data Protection and Privacy**

* **Client Data Usage**: We collect and use client data strictly in compliance with applicable laws and regulations, such as CRTC.
* **Data Encryption**: All sensitive client data, including personal and billing information, is encrypted both in transit and at rest.
* **Data Retention**: Client data is retained only as long as necessary to provide services or as required by law.
* **Access Control**: Access to client data is restricted to authorized personnel only, with strict authentication and logging mechanisms.

**4. Network Security**

* **Firewall and Intrusion Prevention**: We deploy advanced firewall systems and intrusion prevention tools to monitor and block malicious traffic.
* **DDoS Protection**: Distributed Denial of Service (DDoS) mitigation systems are in place to ensure service availability in the event of an attack
* **Traffic Monitoring**: Continuous monitoring of network traffic allows us to detect and respond to anomalies in real time.
* **Patch Management**: Regular updates and patching of network devices and systems to address vulnerabilities.

**5. Client Security Responsibilities**

* **Secure Equipment**: Clients are responsible for securing their equipment, such as routers and modems, against unauthorized access.
* **Password Management**: Clients should use strong, unique passwords and change them periodically.
* **Reporting Incidents**: Clients are encouraged to report any suspicious activity or security incidents to our support team promptly.

**6. Incident Response**

* **Incident Detection**: Our security team continuously monitors for potential threats and incidents.
* **Incident Management**: In the event of a security breach, we follow a structured response plan to minimize impact, investigate the cause, and implement corrective actions.
* **Client Notification**: Affected clients will be promptly notified in the event of a data breach involving their information.

**7. Third-Party Risk Management**

* **Vendor Assessment**: All third-party vendors and partners undergo rigorous security evaluations before engagement.
* **Contracts and SLAs**: Security requirements are clearly defined in contracts and Service Level Agreements (SLAs) with vendors.
* **Regular Audits**: Periodic audits of third-party vendors are conducted to ensure compliance with our security standards.

**8. Regulatory Compliance** Packetworks adheres to all applicable industry standards and regulatory requirements, including those specific to ISPs and telecommunications. We also conduct regular reviews to ensure ongoing compliance.

**9. Employee Training and Awareness**

* **Security Training**: All employees receive regular training on best practices and company policies.
* **Confidentiality Agreements**: Employees are required to sign confidentiality agreements to protect client and company data.
* **Access Control**: Employee access to systems and data is limited to what is necessary for their role.

**10. Continuous Improvement** We are committed to continuously improving our security measures by:

* Conducting regular security assessments and penetration testing.
* Staying informed about emerging threats and implementing preventive measures.
* Engaging with clients to understand and address their security concerns.

**11. Contact Information** For questions or concerns about our security policies, or to report a security incident, please contact us:

* **Email**: info@packetworks.com
* **Phone**: 1.866.723.7703

**12. Policy Updates** This policy is reviewed and updated annually or as necessary to reflect changes in technology, regulatory requirements, or company practices. Clients will be notified of any significant changes.

By using Packetworks’ services, clients acknowledge and agree to this Security Policy. We remain committed to providing a secure and reliable service to our valued clients.