

Information Security Policy

Panoramic Data policy document

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Author(s)	David Bond; Tim Sansom; Elizabeth Whyman
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1 Document Control

1.1 Revision History

Version	Date	Author(s)	Details
1.1	2018-09-07	David Bond	Released
1.2	2018-10-04	David Bond	Added provisions for: JIRA SEC project; SSLLabs; ZAP Pentesting
1.3	2018-10-18	David Bond	Added provisions for: Patch/vulnerability management; Change management
1.4	2020-11-25	Tim Sansom	Updated and reviewed
1.5	2022-01-10	David Bond	Corrected typo
1.6	2022-05-11	Elizabeth Whyman	Reviewed
1.7	2022-06-12	David Bond	Released
1.8	2022-06-29	David Bond	Release following Operations review
1.9	2023-02-03	David Bond	Updated patching policy
1.10	2023-07-05	David Bond	Reviewed and re-issued
1.11	2023-09-07	David Bond	Updated VPN policy Updated access review policy
1.12	2023-10-12	David Bond	Updates in preparation for ISO-27001 audit
1.13	2023-10-12	David Bond	Further updates in preparation for ISO-27001 audit
1.14	2023-11-01	David Bond	Split out Information Security Manual upon advice from BSI
1.15	2024-01-10	Elizabeth Whyman	Grammatical edits
1.16	2024-01-18	Elizabeth Whyman	Updates following ISO meeting
1.17	2024-02-05	David Bond	Consolidated Information security objectives
1.18	2024-02-06	Tim Sansom	Reviewed business continuity objectives
1.19	2024-02-13	Elizabeth Whyman	OPS-39859 actioned
1.20	2024-02-16	David Bond	Minor alterations following Annual Review
1.21	2024-07-22	David Bond	Disposal policy update
1.22	2024-11-27	David Bond	Actioned: OPS-40258, OPS-40297
1.23	2024-11-30	David Bond	Updated following Board Meeting and Internal Auditor review
1.24	2024-12-16	David Bond	Typo correction
1.25	2025-03-17	David Bond	Updated interested parties' requirements
1.26	2025-07-02	David Bond	Reviewed and re-issued
1.27	2026-01-30	David Bond	Updated objectives
1.28	2026-02-22	David Bond	Added FromMonitoring source label reference for automated security scanning
1.29	2026-03-16	David Bond	Reviewed and re-issued
1.30	2026-04-08	David Bond	Added 'commitment' language per ISO 27001 Clause 5.2(c)(d) (OPS-63571). Added Creditors to stakeholders table (OPS-63560).
1.31	2026-06-10	David Bond	Annual policy review updates: legal obligations wording, risk management measurement wording, incident management grammar/consistency.
1.32	2026-10-12	David Bond	OPS-158457: Reworded incident management due-date objective (section 2.5) so the due date no longer has to be set at the exact instant of ticket creation, accommodating manually-created Jira tickets
1.33	2026-10-30	David Bond	Web addresses and email addresses made clickable links.
1.34	2026-11-04	Daniel Abbatt	OPS-63564: Section 2.2 now refers to the current Statement of Applicability on the company Wiki (PDL-POL-012 section 3.2.3) instead of a fixed version number, which had fallen out of date (version 24.1).
1.35	2026-11-04	Daniel Abbatt	Changes agreed at the ISO internal audit prep session on 2026-11-04: section 2.1 defines information security (OPS-66226); new section 2.2.3 Boundaries and applicability sets

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			out what the ISMS covers at the colocation facility, in the cloud and for customer systems (OPS-63565); sections 2.3 and 2.7 point to where the detailed requirements are set out in PDL-POL-012 (OPS-63572).
1.36	2026-11-06	David Bond	OPS-159884: in section 2.5.1 the objective 'Software design' is renamed 'Software development lifecycle (SDLC)', with its objective unchanged, and its 30-day measurement now counts only unmanaged Critical security vulnerabilities, a vulnerability being managed when its Jira ticket records an accepted risk (RiskAccepted label and Risk Acceptance field) and has a due date that has not passed. The Risk management objective gains a measurement for risk-accepted Jira tickets. Agreed by David Bond and Daniel Abbatt on 2026-11-05.
1.37	2026-11-06	David Bond	OPS-81451: section 2.2.1 Interested parties now refers to the climate change requirements of interested parties, recorded in PDL-POL-012 section 3.1.3, and to the Environmental Policy (PDL-POL-014).
1.38	2026-11-08	David Bond	OPS-160035 (OPS-40305): new objective Patching in section 2.5.1, measuring patching effectiveness on the Ops Dashboard Bare Metal OS Patches page: no Linux host with security updates pending for more than 14 days, and no host with a reboot pending for more than 30 days, reviewed at the Monthly Risk Review. Windows hosts follow when Windows patch status is available on the Ops Dashboard (MS-24489).

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1.2 Company Information

Panoramic Data Limited	
Document Role	Provider of Services
Address	Panoramic House 46 Heywood Avenue Maidenhead Berkshire SL6 3JA United Kingdom
Telephone No.	+44 (0)8432 899811
Registered in England & Wales	6982102

1.3 Authors & Authorities

Author(s)	Company	Role	E-mail
David Bond	Panoramic Data	Author	david.bond@panoramicdata.com
Elizabeth Whyman	Panoramic Data	Editor/Reviewer	elizabeth.whyman@panoramicdata.com
Tim Sansom	Panoramic Data	Reviewer	tim.sansom@panoramicdata.com

1.4 Table of Contents

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2 Policy

2.1 Introduction

Panoramic Data Limited (henceforth “PDL”) operates an Information Security Management System (ISMS) in the context of PDL’s business of software development, operation, maintenance and related services. This document provides an overall policy for IT Security, as managed by the ISMS.

In this policy, information security means the preservation of the confidentiality, integrity and availability of information (ISO/IEC 27000). Confidentiality means that information is available only to authorised people; integrity means that it is accurate and complete; availability means that it is accessible to authorised people when they need it.

This section details the policy's aim, scope and roles.

2.2 Scope

The Scope of this Policy is in the:

"Provision of software development, operations and maintenance; and related professional and managed services."

This is in accordance with the current Statement of Applicability, maintained on the company Wiki (PDL-POL-012 section 3.2.3).

2.2.1 Interested parties

Our stakeholders are organisations and individuals that have an interest in our success and vice versa. As part of doing business with us, there will be an exchange of information, of a variety of classifications.

PDL’s specific stakeholder groups have the following needs and expectations (requirements) concerning information security:

Stakeholder Group	Specific requirements
Clients	Ensuring that personal, commercial and operational data confidentiality, integrity and availability is maintained and that contractual obligations are adhered to.
Contractors	Ensuring that personal and commercial data confidentiality, integrity and availability is maintained and that contractual obligations are adhered to.
Creditors	Ensuring that financial data confidentiality, integrity and availability is maintained and that contractual obligations are adhered to.
Employees	Ensuring that personal data confidentiality, integrity and availability is maintained and that contractual obligations are adhered to.
Government	Ensuring that legal and regulatory obligations are met, and that company reporting is accurate.
Owner(s)	Maintaining company value and contractual obligations are adhered to.
Society	Ensuring that PDL’s systems do not have a detrimental effect on wider society
Suppliers	Ensuring that personal and commercial data confidentiality, integrity and availability is maintained and that contractual obligations are adhered to.

The detailed list of stakeholders of each type can be found on our Stakeholders Wiki Page and all may be considered to be interested in our ISMS. The Client page contains a list of

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products and services used by each client, and this is used to scope this policy's applicability to each.

Interested parties' requirements related to climate change, and how PDL addresses them, are set out in PDL-POL-012 section 3.1.3 Climate change. PDL's own effect on the environment is addressed by the Environmental Policy (PDL-POL-014).

2.2.2 Independent review

This policy is reviewed annually as part of maintaining ISO 27001 certification.

2.2.3 Boundaries and applicability

The ISMS covers company-owned equipment in PDL's rack at the Pulsant colocation facility (Pulsant provides the physical facility as a supplier, and PDL operates the equipment); PDL's configuration, data and access in Microsoft Azure, Amazon Web Services and Microsoft 365; and staff working locations, including home working. Cloud and colocation providers are responsible for their underlying infrastructure and are managed as suppliers (PDL-POL-012 section 4.1.5). Customer-owned systems that PDL accesses are governed by the customer contract and PDL-POL-012 section 4.1.15.

2.3 Purpose

This policy's purpose is to:

- Express Panoramic Data's commitment to continual improvement of the information security management system
- Express Panoramic Data's commitment to satisfy applicable information security requirements, including legal and contractual obligations (detailed in PDL-POL-012 section 4.1.9)
- Establish ISO 27001:2022 objectives
- Avoid IT security problems that may be expensive and time-consuming to resolve

Prevention is much better than cure. Effective security is a team effort requiring the participation and support of each member of staff (including temporary, agency, interim, contractor or consultant staff).

It is the responsibility of all staff to know and follow all guidelines in this document, in support of this purpose.

2.4 Policy aims

This policy's aims are to:

- Ensure the confidentiality, integrity, and availability of data relevant to the success of the business
- Minimise the deliberate or accidental disclosure, corruption, or destruction of information ('data loss') that has the potential to harm our business
- Minimise the impact to the services that we provide ('service impact') that has the potential to harm our business

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- Protect stakeholder data
- Reduce the risk of IT problems
- Permit continued operation if something does go wrong
- Keep secure valuable company information, such as source code, plans and designs
- Meet our professional obligations towards our stakeholders

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2.5 Information security objectives

This section details the Information Security objectives which meet this policy's aims. An audit script can be run that audits all measurable items.

2.5.1 Objectives, controls and measurements

Management direction

Objective

To provide management direction and support for information security in accordance with business requirements and relevant laws and regulations.

Controls and cadence

Annual management review and publishing of:

- Information Security Policy
- ISMS manual

Measurements

- Meeting recording is available in Teams
- Policy is present in the Everyone/Policies folder in SharePoint and has a last review date within 12 months
- Tickets of corrective actions
- Communication of updated policies within one month of update to all staff, and in the case of this document, update of the company website

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Staff awareness

Objective

To ensure that all staff are aware of the latest policies and procedures relating to Information Security

Controls and cadence

All Staff should be aware of the contents of this document and the Information Security Manual.

Measurements

- Within 12 months of external audit, all staff should have completed awareness training and certification via ReportMagic.
- This certification should provide broad coverage of both this document and the Information Security Manual.

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Risk management

Objective

To manage risk relating to Information Security at a strategic level.

Controls and cadence

Monthly risk register review

Measurements

- Risk register is up-to-date, as measurable by its last save date.
- Risk-accepted Jira tickets are current, as measurable by every ticket carrying the RiskAccepted label having a completed Risk Acceptance field and a due date that has not passed.
- RTPs are up-to-date, as measurable by RTPs having a last save date within 35 days in the Wiki.
- Associated tickets are created and actively managed, as measurable by each ticket referenced in the RTPs being either closed or in progress.

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Incident management

Objective

To manage individual security incidents and tasks.

Controls and cadence

- Incident handling should be all managed through Jira in a timely manner.

Measurements

- All security issues should have a due date set, as measurable in the Jira Due Date field
- Weekly Operations meetings should be held during which all incidents opened during the last 7 days are reviewed, as measured in Teams
- Security incidents should be addressed by their due date, as measurable by there being no open tickets beyond their due date
- Any changes to the due date should only be performed by one of the following, as audited in Jira's logs:
    - The Head of Operations
    - A Director
- All security incidents should have a due date set, determined according to priority as per the table below.

Stakeholder Group	Due date should be set to today's date plus:
Blocker	7
Critical	30
Major	90
Minor	366
Trivial	No limit

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Policy adherence

Objective

To ensure that the policies and ISMS manual are adhered to.

Controls and cadence

- Internal ISO-27001 audit programme
- Annual External ISO-27001 audit and certification

Measurements

- External ISO-27001 audit certification issued/renewed within the last 13 months

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Software development lifecycle (SDLC)

Objective

To ensure all software developed meets design objectives and data confidentiality, integrity and availability objectives.

Controls and cadence

- All features and bugs must pass automated ticket quality assessment (minimum score 50/100) before entering "Ready for Test" status
- Quality Assurance review is applied to all features within 14 days of entering "Ready for Test" status
- Automated security vulnerability scanning (OWASP ZAP) is executed monthly with issues created in JIRA, labelled "Security" and "FromMonitoring" per PDL-POL-012 §3.1
- Bug tickets require: component, 3+ reproduction steps, current behaviour, expected behaviour, and evidence (screenshot/log)
- Feature tickets require: component, description (50+ words), and explicit acceptance criteria

Measurements

- All "Ready for Test" tickets have quality score ≥50, as measured by Assess-TicketQuality.ps1
- No "Ready for Test" tickets older than 14 days without QA action
- Monthly OWASP scan completion with all Critical/High findings logged to JIRA within 7 days
- No unmanaged Critical security vulnerabilities open beyond 30 days

For this measurement, a Critical security vulnerability is an unresolved Jira ticket labelled Security with priority Critical. It is managed when its ticket carries the RiskAccepted label, records in the Risk Acceptance field why the risk is accepted, and has a due date that has not passed. A ticket whose due date passes, or that has no due date, is unmanaged.

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Patching

Objective

To ensure that security updates are applied promptly to the operating systems of the hosts PDL operates, and that the effectiveness of patching is measured against a target.

Controls and cadence

- Patching as set out in the Information Security Manual (PDL-POL-012) section 4.4.13 Patch and vulnerability management
- Pending security updates and pending reboots measured continuously on the Ops Dashboard Bare Metal OS Patches page, and reviewed at the Monthly Risk Review

Measurements

- No Linux host has security updates pending for more than 14 days, as measurable on the Ops Dashboard Bare Metal OS Patches page.
- No host has a reboot pending for more than 30 days, as measurable on the same page.
- Windows hosts are included in both measurements once Windows patch status is available on the Ops Dashboard (MS-24489).

Business operation

Objective

To ensure the continued operation of critical business functions during and after unexpected disruptions or disasters.

Controls and cadence

- Business continuity testing
- No issues with business continuity within the last 12 months.

Measurements

- The existence of an identified replacement for all suppliers to minimise supply chain disruptions
- The existence of an identified deputy for IS personnel
- Evidence of communication in one or more channels (Microsoft Teams, email, website and phone) to keep everyone informed during a critical incident
- There is documented testing of backup and restore procedures as per the "regular backup tests" JIRA ticket

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2.6 Roles and Responsibilities

Roles and responsibilities regarding this policy are as follows:

- The Managing Director has overall responsibility for:
  - IT security strategy
  - The ISMS
- The Head of Operations in their role as Data Protection Officer (DPO), is the designated security authority with responsibility for:
  - Maintaining and implementing this policy
  - Ensuring adherence to the Information Security Manual (PDL-POL-012)
  - Identification and management of Information Security vulnerabilities
- The Head of R&D is responsible for:
  - Software security design and implementation
  - Maintaining and implementing the Software Development Lifecycle Policy (PDL-POL-009)
- The Internal Auditor is responsible for:
  - Performing Internal Audit tasks relating to ISO27001 certification
- All members of the Senior Management Team ("Heads of") are responsible for ensuring that the policy:
  - Is in line with the organisation's objectives
  - Implementation is sufficiently well resourced
  - It is sufficiently well communicated amongst stakeholders
  - Considers stakeholder consultation as part of continual improvements
  - Achieves its intended outcomes (see above)
  - Is compatible with ISO 27001's requirements
- All staff have a responsibility to:
  - Comply with this policy

The staff identified above will have sufficient competency to perform their assigned responsibilities as set out in the Information Security Manual Section 4.1.2 "Information Security in Staff Selection".

2.7 Meeting policy objectives

Behaviours that ensure the objectives of this policy are achieved are covered in the Information Security Manual (PDL-POL-012), sections 4.1 to 4.4.

2.8 Changes to the policy

This policy is reviewed annually, or when events mandate an update. In the meantime, management should be contacted with any questions, suggestions, or feedback.

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2.9 Relevant authorities

Panoramic Data Limited maintains registration with the Information Commissioner's Office. The Head of Operations is nominated as the Data Protection Officer.

2.10 Special interest groups

Panoramic Data Limited maintains registration with the National Cyber Security Centre https://my.ncsc.gov.uk/. The relationship is managed by the Head of Operations.

Panoramic Data Limited monitors the Dotnet Announcements Team for security bulletins at https://github.com/dotnet/announcements. The relationship is managed by the Head of R&D.

Signed for and on behalf of Panoramic Data Limited	
Signature	
Name	David Bond
Title	Director
Date	

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