TECH ISSUE

GDPR Deadline 25th May 2018.

What does the GDPR mean for small businesses?

PLUS: AME training schedule for Winter/Spring 2018, top tips on how to prepare for GDPR, Amy's blog, email security solution, GDPR Training Course, AME company news & more.

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LIABILITY

While every care has been taken in the preparation of this magazine, we cannot be held responsible for the accuracy of the information herein, or any consequence arising from it. Please note that all judgements have been made in the context of equipment available to us. Prices are based on UK prices at the time of review, which are subject to fluctuation and are only applicable to the UK market.

TECH FOCUS

The General Data Protection regulation and what it means for small businesses.

The General Data Protection Regulation (GDPR) is coming into effect on 25th May 2018, but what does this mean for small businesses?

It might be the perception to some small businesses that the GDPR may not effect them due to their size and it only effect businesses of 250 users or more. Unfortunately, this is not the case as GDPR will effect every business that deals with, and stores Personal Identifiable Information or PII, this even includes charities that are not for profit.

Understanding the type of data that is affected by GDPR is one thing, but analysing your data, where it is held and who is responsible is another issue together entirely.

In a perfect world all data would be stored and processed securely, but as we all not this is not always the case.

There are many businesses that don't have their paperwork stored electronically, or if it is sometimes its not secured correctly.

Firstly, does this effect business information?

GDPR only effects businesses that hold personal information. This does not include information about an individual that relates to a business for example their business email address or phone number.

This doesn't necessarily mean that if your business only deals with business that you won't be effected. If you have employees you will more than likely hold information about them including their personal address, personal phone and also payroll information.

What can you do to get a handle on your data?

To ensure that your data is managed correctly, the process should begin with discovering where all of your data is stored, whether this is on a central network, in the cloud, or even on mobile devices. You should consider all processes involved that require you to collect, store, use and dispose of personal data.

Once you have reviewed this information you will be able to better monitor your compliance and processes involved on how you deal with your data.

This in turn helps you should your businesses receive a Subject Access Request from an individual. An individual can request at any time what information you hold on them. This would include details that will personally identify them such as address, phone number etc as well as emails that reference them.

Consider how valuable, sensitive or confidential the information is and what damage or distress could be caused to individuals if there was a security breach.

With a clear view of the risks you can begin to choose the security measures that are appropriate for your needs. The next step is to begin putting them in place.

There is no single product that will provide complete guarantee of security for your business. The recommended approach however is to have a set of solutions or security controls that complement each other but will require ongoing support to ensure that the level of security is appropriate.

In Marks review on page 5 he discusses areas in which businesses should look to adopt solutions to help ensure compliancy with GDPR.

What can businesses do to help ensure an appropriate level of security?

The UK Government has a scheme called Cyber Essentials which describes key controls for keeping information secure that could prevent "around 80% of cyber attacks".

The Cyber Essentials scheme provides businesses small and large with clarity on good basic cyber security practice. By focusing on basic cyber hygiene, your business will be better protected from the most common cyber threats.

Whilst your business will require more than just a Cyber Essentials certification to comply with GDPR, it is a great first step to provide evidence that you have carried out basic steps towards protecting your business and your data from internet based cyber attacks.

Determine if you need a Data Protection Officer?

The basis on whether you require a Data Protection Office (DPO) is on what data you collect.

If your central purpose requires "regular and systematic monitoring of data subjects on a large scale" then you must appoint a data protection officer.

You must also appoint one if you collect records of criminal convictions, or ethnicity, religious or philosophical beliefs, political opinions, trade union membership details, health, sex life, or sexual orientation data on a large scale.

The nature of the DPO role is to inform and advise on data collection practices and monitor compliance, as well as acting as the point of contact with the Information Commissioners Office or ICO. If you are unsure you should contact the ICO directly and they will be able to advise.

What is your role?

You will need to understand whether your business acts as a data controller or processor.

– Data controllers are organisations/individuals who collect personal data and decide how and why it is used.

– Data processors process information on behalf of data controllers.

In real terms, this means that you and your business are data controllers and data processors are external companies who use data that you control. The scope is fairly wide; it could be solicitors, accountants, IT services or even postal services if you're sending products or marketing material to your customers.

Businesses with external suppliers processing data.

If your business works with external suppliers to process data or they have access to your data then as a data controller you are required to write up a contract to provide the data processor with instructions saying what the processor can or cannot do with the data, with the contract requiring the processor to only act on its instructions.

Collecting data

When collecting data, data controllers have an obligation to use plain language and to communicate clearly why the data is being collected.

If you are collecting data via your website, through a contact form for example then you will need to list a privacy policy on your site which clearly provide details of who you are, what you are going to do with their information and who it will be shared with.

Erasure

Businesses must respect the 'the right to be forgotten'. This is a recent concept which allows people to request that inaccurate, inadequate, irrelevant or excessive information about them be removed.

If an individual asks that their data be removed, you must comply with the request, unless you have a right to refuse to comply, such as needing the data for a legal obligation.

Subject Access Requests

Under the GDPR individuals have the right to obtain the information you hold about them. Previously under the old regulations you could charge a nominal fee to provide this data to help with the administration costs. However, the GDPR now states that you have to provide this information free of charge.

With this in mind, it is vital that as a business you know where your data is held in order to allow them to collate the information in an orderly fashion. This ensures that you comply to the new rules that the information is provided within a month of receiving the request.

Having said that if you feel the requests are manifestly unfound or excessive then you can charge a reasonable fee taking into account the administration costs or you could even refuse to respond if you provide a legitimate reason to.

You may think that providing the contact details of the individual is all that you need to provide, however this is not the case. The information you provide the individual should include anything that relates to the individual that allows the individual to be identified from the information (either on its own or in conjunction with other information likely to come into the businesses possession). In most cases an individual's name together with some other information will be sufficient to identify them.

This information needs to be sent in electronic format to the individual, so its worthwhile taking into account here

that this email needs to be protected during its transition to prevent the data from being leaked. Take a look at Page 10 where we discuss a solution that could assist with this.

Policies and Procedures

The GDPR introduces a accountability principle that requires businesses to be responsible for and be able to demonstrate compliance with the principles of GDPR.

This is probably one of the most labour intensive parts to the new regulations, but one of the most important.

According to the ICO, if you can demonstrate that you have tried your best to put the policies and procedures in place to prevent data loss and notify the ICO of a data breach then it is less likely that you will receive a fine.

In order to show that you comply with the GDPR, you will likely need to produce and maintain a wide range of documentation. This will not only help you meet the explicit and implicit requirements for specific records (especially proving you have obtained consent from data subjects), but will also ensure you have evidence to support your claims should the ICO have any cause to investigate.

Which documentation is especially important?

- Statements of the information you collect and process, and the purpose for processing (Article 13 of the GDPR).

- Records of consent from data subjects or relevant holder of parental responsibility (Articles 7 and 8 of the GDPR).

- Records of processing activities under your responsibility (Article 30 of the GDPR).

- Documented processes for protecting personal data, such as an information security policy, cryptography policy and procedures, etc.

Data Breaches

If you suffer a data breach your business needs to have a plan in place as to how they deal with the breach and be aware of the rules as to who needs to be notified.

A personal data breach means a breach of security leading to the destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. This means that a breach is more than just losing personal data.

You only have to notify the ICO of a breach where it is likely to result in a risk to the rights and freedoms of individuals. This has to be assessed on a case by case basis.

A notifiable breach has to be reported to the ICO within 72 hours of the organisation becoming aware of it. If the breach is sufficiently serious to warrant notification to the public, the business responsible must do so without undue delay. Failing to notify a breach when required to do so can result in a significant fine.

In light of this you must ensure that you document how your business will deal with a breach and then ensure that all your staff are aware of this procedure.

If you require any help or guidance with reference to GDPR we would advise that you take a look at the ICO website which provides the ICO's interpretation of the GDPR articles.

Mark Thomas looks at some of the solutions that are key to ensure compliance with GDPR.

As the EU General Data Protection Regulation (GDPR) gathers momentum ahead of the official start date on 25th May 2018, more and more providers are seeking to offer their own solutions to protect business network across the country.

Of course, it is relevant to remember that this applies to EU Citizen data, not all data.

It is also relevant to recall that a business's data is, in most cases, the business itself. The IT industry has been advising of the importance to secure and backup data for years, so what more is required to follow the GDPR Directive?

Other than a raft of software and hardware providers, the main source of information should come from the Information Commissioners Office (ICO) who have provided their interpretation of the EU's directive to protect EU citizen's data in the electronic age.

However, the ICO does not provide specific solutions or recommendations on which products are required to achieve the GDPR compliance. This does confuse matters where, however, by following the steps Lauren discussed in her article you can start to a grip of your data and its location and protect against the loss and potential exposure of EU citizen's data from your network.

Awareness

The critical factor if to understand what data your business holds on EU citizens, and where that data resides on the network, who has access to it and what devices have access to it.

This can be determined by asking your IT Partner to work with you on reviewing the IT and Infrastructure and discussing the systems, applications and data locations. Depending on the scale of your business this can be an eye opener and the amount of unsecure location and mobile devices with your business data roaming around the countryside can be a real risk, although this carries a number of solutions to overcome.

Common Sense

As discussed data is your business, no IT system can perform without a process based on data and where EU citizen data is concerned the importance of reviewing this system is heightened. Reviewing your current policies, permissions and security may lead a business to already be prepared, and of course it is sensible to have a protected network so data cannot fall in to the wrong hands – in short businesses 'should' already have processes in place to support GDPR. The issues is that data has not been structured in this way before and the importance of protecting the asset of EU citizens data has not been on the agenda until now.

Protection

Internet Security should be a given for all businesses. Protection from viruses, malware and ransomware are all required to ensure the business does not get impacted and lose operational time. The additional layer of protection required is to reduce the opportunist and direct 'hackers', or more specifically password guessers. Protecting the perimeter of your data network is now imperative as attacks on business networks to cause disruption, as well as attempts to locate and steal data which could lead to GDPR fines.

This can be achieved through security appliances (managed firewalls) or through two factor authentication – a double layer of logging in to the network with an alternative to passwords, most commonly used where a message is sent via SMS to a phone, or Google Authenticator is used. These are methods to prove you are who you say you are, unless of course you lose your phone and the attacker has access to both your passwords and SMS/authenticator app.

With regards to Firewalls, the dependency on these devices to protect from intruders has become a little complacent as the vast majority of businesses use free or low cost broadband routers with built in firewalls which are never managed or checked for configuration issues. Reviewing the ports open, the password and the WIFI management is an important task for any business.

Data Flow

Once the data has been discovered on the network and devices it is important to monitor the flow of this data and where the risks lie.

The most obvious flow of data out of the organisation would be via email.

Email encryption will be key to those businesses required to advise external providers of customer's information, where those customers are EU Citizens. A number of Personally Identifiable Information (PII) may be transmitted over email, including of course the information of your employees with Payroll.

Email encryption is available from Sophos, Symantec, Microsoft and also Fusemail early next year, which will authenticate the receiver of the email to deem them safe and provide instructions on how to read the email and its contents.

Motive

Whatever a hacker (attacker, password guesser) has as a motive – whether simply port scanning as a 'hobby', or specifically targeting an organisation, the threat is increasing and is becoming a persistent irritant. And that is before the official start of GDPR.

Common sense should prevail and data should be seen as the same as a physical resource – under lock and key.

TECH NEWS

Technical Editor Simon House looks at the latest tech news including Openreach rolling out their new FTTC offering Ultrafast broadband.

Let's take a look at some of the latest tech news.

Openreach are currently rolling out their new FTTC offering called G.Fast which is being classed as "UltraFast" broadband

The rollout of FTTC broadband (Fibre to the Cabinet) has slowly reached many areas now and most businesses have been benefiting from the much higher download and upload speeds available.

This has enabled businesses to work more efficiently and has opened up many avenues such as proper remote working, VOIP, video conferencing and other higher bandwidth activities.

Up until recently, the maximum speed of a FTTC line has been 80mb downstream and 20mb upstream (actually the useable maximum is around 72mb down and 17mb up) – the speed which you receive depends on the distance you are from your local green fibre cabinet – the speeds start to reduce when you are approximately 400 metres away. FTTC works by utilising different frequencies on the piece of cable to delivery your internet connection.

Currently the "up-to" 80mb FTTC service uses up to 17.664 Mhz frequency.

Openreach are currently rolling out their new FTTC offering called G.Fast which is being classed as "UltraFast" broadband speeds and can reach "up-to" 330mb down and 30mb up. This is made possible by harnessing higher frequencies on the current copper cable infrastructure.

Both of the 80mb and 330mb services keep their spectrum separate in order to avoid interference with each other.

To deploy this Openreach are installing "pods" which connect to existing green street cabinets.

It is hoped that by 2020 ultrafast speeds of more than 100mb will be available to more than 12 million properties.

Microsoft announce Windows 10 "Sets"

Microsoft have recently announced a new feature which at the moment they are calling "Sets" – it is the result of an internal "Tabbed Shell" project that they have been working on.

"Sets" gives users the ability to group together related apps and websites under one window.

For example, a user can have Word, Excel, Outlook and their browser all appear as tabs in one single window, allowing for switching easily between each site or app.

This will be useful when working on a project that involves the use of multiple windows and apps – it means they can all be stored and run in one single window all in a tab of their own to make it easier to manage and not confuse apps with other projects you are working on.

When paired with the new "Timeline" feature that is currently in testing this allows the user to resume these "Sets" across devices very easily.

When working on a project, you may have a "Set" open with some tabs from Word, Excel and some internet browsing tabs all open and linked to this project, when you save the document it also saves the project so that when it is opened again on this device or a different device it then re-opens all the tabs or just some of them.

"Sets" will not be ready for the Spring update, but perhaps next October.

Quote from Microsoft:

"The concept behind this experience is to make sure that everything related to your task: relevant web pages, research documents, necessary files, and applications, is connected and available to you in one click.

Office, Windows, and Edge become more integrated to create a seamless experience, so you can get back to what's important and be productive, recapturing that moment, saving time – we believe that's the true value of Sets. And with Timeline, it'll be even easier to go back and find the Set you were working on."

TECH TIPS

Rob Wright provides us with details on what businesses should be doing now to prepare for the General Data Protection Regulation.

Following on from our last issue we provided some things that businesses should be doing to comply with GDPR. We look at more points that businesses should be doing to prepare for GDPR.

Here are some things businesses should be doing now to prepare for the new regulations.

1 Children

You should start thinking now about putting systems in place to verify individuals' ages and to gather parental or guardian consent for the data processing activity.

For the first time, the GDPR will bring in special protection for children's personal data, particularly in the context of commercial internet services such as social networking. In short, if your organisation collects information about children – in the UK this will probably be defined as anyone under 13 – then you will need a parent or guardian's consent in order to process their personal data lawfully. This could have significant implications if your business aims services at children and collects their personal data. Remember that consent has to be verifiable and that when collecting children's data your privacy notice must be written in language that children will understand.

2 Data Protection by Design and Data Protection Impact Assessments

You should familiarise yourself now with the guidance the ICO has produced on Privacy Impact Assessments (PIAs) and work out how to implement them within your business. PIA assessments are carried out to identify and reduce privacy risks when completing a project. This is only required in high-risk situations.

The purpose of the PIA is to ensure that privacy risks are minimised while allowing the aims of the project to be met whenever possible, this would include changes to IT systems or new IT equipment. This assessment is to be completed prior to any changes and ensure that it is documented.

3 Data Protection Officers

You should designate a Data Protection Officer, if required, or someone to take responsibility for data protection compliance and assess where this role will sit within your organisation's structure and governance arrangements.

The GDPR will require some organisations to designate a Data Protection Officer (DPO), for example public authorities or ones whose activities involve the regular and systematic monitoring of data subjects on a large scale. The important thing is to make sure that someone in your organisation, or an external data protection advisor, takes proper responsibility for your data protection compliance and has the knowledge, support and authority to do so effectively. Therefore you should consider now whether you will be required to designate a DPO and, if so, to assess whether your current approach to data protection compliance will meet the GDPR's requirements.

4 Access Requests

You should make sure you have the right procedures in place to detect, report and investigate a personal data breach.

Some organisations are already required to notify the ICO (and possibly some other bodies) when they suffer a personal data breach. However, the GDPR will bring in a breach notification duty across the board. This will be new to many organisations. Not all breaches will have to be notified to the ICO – only ones where the individual is likely to suffer some form of damage, such as through identity theft or a confidentiality breach.

You should start now to make sure you have the right procedures in place to detect, report and investigate a personal data breach. This could involve assessing the types of data you hold and documenting which ones would fall within the notification requirement if there was a breach. In some cases you will have to notify the individuals whose data has been subject to the breach directly, for example where the breach might leave them open to financial loss. Larger organisations will need to develop policies and procedures for managing data breaches – whether at a central or local level. Note that a failure to report a breach when required to do so could result in a fine, as well as a fine for the breach itself.

5 International

If your business operates internationally, you should determine which data protection supervisory authority you come under.

The GDPR contains quite complex arrangements for working out which data protection supervisory authority takes the lead when investigating a complaint with an international aspect, for example where a data processing operation affects people in a number of Member States. Put simply, the lead authority is determined according to where your organisation has its main administration or where decisions about data processing are made.

If you have any queries at all we would recommend contacting the ICO directly who will be able to answer any of your questions.

Source: ICO - Information Commissioner's Office.

TRAINING FOCUS

Angela Scott takes a look at our General Data Protection Regulation (GDPR) training courses and how it can help businesses to work towards GDPR compliancy.

Angela provides us with information about the GDPR training courses we have to offer at AME, and how they can help businesses get a great understanding of what the regulations are about and how to avoid hefty fines.

With the new GDPR regulations going live in May you and your employees may be a little confused about your responsibilities regarding the data you hold. This could be customer/patient/employee data, amongst many other types.

To help you through the process AME are running two different types of GDPR courses. These are the four day GDPR Foundation – Practitioner Certification course for Data/Compliance officers who will be responsible for the organisations GDPR policies and procedures. There is also the one day GDPR awareness course for everyone else.

We have had such an overwhelming response to these courses that we are about to run our 3rd Foundation and Practitioner course where we have had 100% pass rate.

Foundation – Practitioner Course

Our ISO 17024-accredited GDPR Foundation and Practitioner training courses offer a structured learning path to equip data protection and information security professionals, as well as individuals who lack data protection expertise and experience, with the specialist knowledge and skills needed to deliver GDPR compliance and fulfil the role of data protection officer.

It enables delegates to fulfil the knowledge requirements of a Data Protection Officer (DPO) – a position that will become a legal requirement in EU Organisations with a central data storage and processing function, in May 2018.

The role of a Data Protection Officer (DPO)

This EU General Data Protection Regulation (GDPR) training course will guide you through the actions and responsibilities of a Data Protection Officer so you can be fully prepared for the new obligations expected within the newly defined role. The newly qualified GDPR DPO can be a current staff member or a contractor; however, the role must be designated on the basis of professional qualities, and expert knowledge of data protection laws. DPOs must adhere to the GDPR requirements, as listed in Article 39:

- Inform and advise the controller or the processor and the employees who are processing personal data of their obligations pursuant to this regulation

- Monitor compliance with this regulation, including the assignment of responsibilities, awareness-raising, and training of staff involved in the processing operations, and the related audits

- Provide advice where requested with regard to the data protection impact assessment and monitor its performance pursuant to Article 35 and co-operate with the supervisory authority (the ICO)

- Act as the contact point for the supervisory authority on issues related to the processing of personal data.

The GDPR certification consists of the EU General Data Protection Regulation Foundation (two days) and Practitioner (two days) training courses. Exams are taken during the course.

One day awareness Course

This one-day GDPR awareness course provides an introduction to the GDPR's terminology and purpose.

Candidates will learn how to appreciate the necessity of complying with the GDPR - ensuring that personal data is secure and that your organisation does not face a catastrophic fine of up to 20 million Euros or 4% of your annual global turnover.

The multifaceted nature of the GDPR means that organisations will need to have their systems reviewed and enhanced - which will require a number of individuals with specialist hard-skills. Hence, this course offers an introduction to the GDPR and enables candidates to enhance their knowledge of what their role will be in maintaining a programme of compliance.

As with all the high quality courses at AME, lunches and parking are also included.

Why choose us?

Delivered by an experienced data protection consultant, our training sessions are built on the foundations of extensive practical experience gained advising on compliance with data privacy laws and related information security standards.

To book

For further information or to book onto one of our GDPR training courses please contact our training manager Angela on:

Tel: 01392 824022 option 2

Email: angela@amesolutions.co.uk.

TRAINING SCHEDULE

AME Training Schedule Winter/Spring 2018

We offer hundreds of IT training courses, as well as non-IT training courses, suitable for individuals of all levels. Although we cannot list every course we carry out, below is our training schedule that lists some of the training courses coming up within the next couple of months.

We provide comprehensive and cost-effective training for companies, organisations and individuals looking to expand their skills in IT, Project Management, Tendering, Accounts and more.

We offer courses for virtually every desktop application used in the world of business and feature the latest titles in order to stay current with the ever-changing IT industry. Our qualified instructors are highly experienced in their specialised fields, giving them the ability to pass on real world knowledge.

In conjunction with our structured courseware and practical exercises, delegates will take away the knowledge required to make the most of their business applications and systems.

We provide training in our air-conditioned training suite at head office based in Exeter, with capacity of up to 10 delegates. We can also deliver training at other venues around the South West including Bristol and Plymouth and also in London. Courses can also be customised in order to be delivered onsite at your premises.

The courses listed are scheduled training courses, which are held at our IT training suite in Exeter or London if stated.

What's included

Courseware and Manuals

Each delegate receives a manual for use on the training course and to take away with them to refer back to when in the work place.

Certificate of Achievement

So that each delegate can update their profiles within their company and their personal CV, we provide every delegate that successfully attends and completes a training course with a signed certificate of achievement.

Refreshments and Lunch

There are complementary coffee, tea, water, biscuits and sweets provided throughout the day. Delegates are treated to a wide choice of food, from The Wear Park restaurant for lunch including; sandwiches, burgers, light bites and more.

Free Parking

There is plenty of free parking spaces at our premises for delegates that are attending courses.

Wi-Fi Internet Access - Recently upgraded!

During your breaks you may have access to Internet ready machines to either use to send emails or surf for fun!

If you are interested in another course, we do not have listed or for more information on our training courses take a look at our website: www.amesolutions.co.uk or contact our Training Manager on 01392 824022.

AME TRAINING SCHEDULE	
JANUARY 2018	
Internet and Social Media 11th January	Minute Taking 22nd January
GDPR Foundation - Practitioner 29th January - 1st February	
FEBRUARY 2018	
GDPR Overview 2nd February	Microsoft Excel Intermediate 7th February
Microsoft Excel VBA 12th - 13th February	Microsoft Excel Advanced 14th February
Wordpress Introduction 15th - 16th February	
MARCH 2018	
Microsoft Excel Introduction 26th March	Internet and Social Media 27th March
Microsoft PowerPoint 28th March	GDPR Overview 30th March
APRIL 2018	
Adobe PhotoShop Introduction 12th - 13th April	Adobe PhotoShop Advanced 16th - 17th April
Microsoft Excel Intermediate 19th April	PRINCE2 Foundation - Practitioner 23rd - 28th April

SECURITY FOCUS

This month we provide details on a product from Fusemail that delivers comprehensive and reliable email protection, a great tool to help with GDPR compliancy.

SecureSMART

Block Email Threats Before They Reach Your Network Make Downtime a Thing of the Past.

With email proving to be the first point of entry for many cyber attacks, data loss prevention and other security measures are crucial when it comes to data protection. A robust email security service is necessary to enhance protection and maximise compliance with GDPR.

The dangers that businesses could potentially expose themselves to through unsecured email accounts are often more than just compromised emails. Financial account information can be leaked, ransomware and viruses can infect networks, and reputational damage can occur from hacks being disclosed. This disclosure will become mandatory under the GDPR.

There are many solutions available on the market that can help protect businesses against these threats, however this month we are looking at a product from Fusemail called SecureSMART Suite.

Fusemail provides fully-integrated email security, continuity and archiving as a cloud-based solution. It protects your business from advanced email threats and accidental or malicious data leakage via email, no matter what device, which makes it a great solution to ensure your business complies with GDPR.

Anti-Virus Filtering

A key point to GDPR is ensuring that your data is secure. With SecureSMART Suite all emails messages and attachments are scanned prior to their delivery to your network. During this scanning if a suspect or infected email message is detected, SecureSMART will either delete the message immeadiately or the attachments can be deleted leaving the body intact.

A virus alert notice can be sent to the intended recipient or even the administrator to notify them.

Anti-Spam Filtering

SecureSMART Suite also provides spam filtering, it scans all incoming email and then assigns a spam score to it. If the score surpasses the predetermines threshold selected then the suspect email will either be sent to a web-based quarantine time for review and action or be marked as spam in the subject line of the email and then delivered to the recipient.

The beauty of SecureSMART is that you can pre-determine how you wish it to work for your business, in a centrally managed online portal.

Business continuity

Another great feature of SecureSMART Suite is that it provides good business continuity. Whilst this isn't necessary specific to GDPR, business rely on email these days and an email outage can cause havoc upon your business.

The email continuity solution included within the SecureSMART suite will ensure that your company's email stays operational. Users can log in to a browser-based portal from anywhere in the world and continue to send and receive emails. Whether they are in the office or on the road, users can continue to email from any device with an internet connection, even if your primary email systems are unavailable.

This also includes businesses that use Microsoft Office 365.

Email Encryption

In the New Year Fusemail will be releasing a product which is currently named CypherSMART in the US which specifically looks at encrypting emails. This is particularly useful for businesses that send out confidential or personal information. When outbound filtering is enabled, Fusemail will scan all outbound messages, looking for specific keywords, or attachment types. At this point you can enforce for all outbound messages or emails based on custom policies that they are encrypted via TLS encryption. GDPR is very specific on ensuring that businesses implement solutions that can prevent data leakage via email of personal and /confidential information.

As mentioned, this product is not available in the UK, but is likely to be released in the new year as an additional paid for bolt on to the SecureSMART suite.

If you would like more information about Fusemail SecureSMART Suite, or require advice on the IT solutions available that will help your business comply with GDPR please contact our team on 01392 824 022 or email info@amesolutions.co.uk.

Steve brings us up to date with the latest news from AME, including introducing a new member of staff to the team.

AME introduces another new member of staff.

Caroline Preece joined our team back in October as our business administrator to replace Amy who completed her 2-year apprenticeship in business administration.

Caroline has worked in administration for over 13 years having previously worked for Exeter City Council. Caroline brings a wealth of experience in business administration and customer service but above all a personable friendly approach and a commitment to providing excellent customer service.

If you have not met or spoken to Caroline yet, I am sure you will soon.

Caroline said:

After starting working for AME in October as a business administrator, I have learnt a great deal about the business and the customers and am enjoying working within the team.

I am enjoying speaking to and meeting new people and I hope to carry this on into the future.

AME's 2017 Golf Match Play Challenge.

On Wednesday 1st November our playoff finalist Hannah Armstrong and Jon Mitchell of Thomas Westcott took on Mark Harris of XME and Derek Shaw of D Shaw Plumbing and Heating, at the indoor golf Studio of Darren Everett Pro Golf Academy and Golf Shop.

Darren Everett's indoor golf studio at the Exeter Golf and Country Club features the GC2 launch monitor, allowing golfers to not only practice, but to play golf courses from around the world (whatever the weather) and with the addition of HMT (Head Measurement Technology) gives a teacher and golf coach like Darren, the ability to analyse a players swing and performance.

Our two teams faced a playoff as they were the only teams to beat Simon and I in 2017, both with a winning score of one up.

After a warm up and practice, our teams faced a three hole nearest the pin challenge. three shots each on each hole, with the teams lowest distance being added together to find our winner.

Hannah and Jon won each round with a combined distance of just 41 feet, beating Derek and Mark's 74 feet.

Well done to both teams for beating us this year and a massive congratulations to Hannah and Jon who are crowned the 2017 AME Golf Challenge winners and take away a brand new 8" ASUS tablet each.

A big thank you to 7 teams that took part this year. We hope 2018 will bring as much drama and excitement.

If your business is interested in playing next year, please get in touch or keep an eye out for information next year.

And finally thank you to Darren Everett for the use of the golf studio. If you are looking for a golf coach or lessons in any area of your game or would like to play a round in the studio, pop into the Pro Shop for a chat.

New CCTV services.

CCTV has become a part of all our everyday lives. The reason is clear, CCTV is one of the major contributing factors of transferring crime away from your property or business.

With this in mind we have expanded the products and services we offer again this year adding CCTV to our product range as it now fits directly into the IT infrastructure, networking and storage skill set that our team specialise in.

COMPANY NEWS

CCTV security camera systems are a key element of modern day protection systems, helping to safeguard your business against vandals and thieves, as well as protecting people from assaults and other crimes. Internally, CCTV can be used to detect shoplifting or unauthorised access to secure or restricted areas.

Working alongside Synology, we provide surveillance stations that can help protect your business, home and other environments with a reliable surveillance solutions delivering intelligent monitoring and video management tools to safeguard your property and valuable assets.

Surveillance Station is powerful surveillance software that runs on a Synology NAS. It is a web-based solution so you can conduct monitoring and management on any computer. Through the convenient and multitasking web interface, you can set up your cameras, archive and consult past recordings, manage user permissions, or even interface with analogue devices such as door controllers.

Our solutions provide high definition camera's that can be recording 24/7, at a given schedule or on motion detection. You can access live CCTV streaming video 24/7 from virtually any device and store your footage locally or backed up onto external media for security. You can watch live feeds from multiple IP cameras, play back recordings, batch manage camera settings, and do much more.

CCTV Features

CCTV live view and alert

Monitor video streams from multiple cameras in real time and set up smart analytics to catch suspicious behaviour.

CCTV recording and playback

Manage, analyse, export or play recordings with an intuitive interface.

CCTV management

Manage your surveillance system easily with privilege settings, action rules, notification, and many more advanced features.

Mobiles

Besides your PC, you can also use iOS, or Android mobile devices to monitor anytime, anywhere.

Our CCTV systems are designed around your requirements, therefore before any CCTV installation we will carry out a free audit to ensure you have the most appropriate equipment deployed for your needs and budget. Our CCTV services include:

- Providing CCTV solutions that are both reliable and cost effective.

- Installation of CCTV cameras and systems.

- Advice and consultancy on correct CCTV set up.

Four camera system is available fully installed from £1995 + VAT.

If you would like a demonstration or would like to arrange a meeting and/or audit to discuss our CCTV solutions please contact us on 01392 824022 or email us at info@amesolutions.co.uk.

AME Cyber Essentials Certified.

We are pleased to announce that we have been awarded the Government's Cyber Essentials certification in recognition of our robust cyber security systems and controls.

The Certificate certifies that as a business we have been assessed as meeting the Cyber Essentials implementation profile .

At AME we take the security of our data and our customers data extremely seriously. In achieving the certification we are showing our commitment to cyber security.

The Cyber Essentials scheme is a government-led initiative designed to help small businesses mitigate against the risk of cyber attack. The scheme sets out a baseline of required security measures, which if implemented should prevent around 80% of cyber attacks. It is also a recognised standard for GDPR to demonstrate a robust process when it comes to protecting our business against cyber attacks.

If you would like more information about how your business can apply for the certification or would like assistance in completing the necessary steps to achieve the certification, our team will be able to assist so please do not hesitate to contact us.

Work Experience week at AME

Every year we are asked by many different colleges to take in work experience students who require one week as part of their course. This year we received many applicants from Exeter College and were delighted to offer four young students the opportunity to spend the last week of November with the team. Joey, James, Charlie and Marcus each shadowed a different member of the team each day either in the office on the support desk or going to site with one of the field engineers. It was a great opportunity for us to help the next generation gain experience of the IT world and what goes on in a business.

If you know anyone that would like to gain work experience in IT, we will always consider any applicant so please pass on our details on tell them to get in touch.

AME Engineer Dan passes Microsoft Exam.

Congratulations to Dan who has passed his second Microsoft exam - Office 365 – (Managing Office 365 Identities and Requirements).

By passing this exam it demonstrates Dan's ability transition to and administer cloud-hosted business applications with Microsoft Office 365.

AMY'S BLOG

Amy's Blog provides and insight into her second year of business and her Journey training as an apprentice business administrator working with our sales team and studying for an NVQ in Business Administration at Exeter College.

My Second Year in Business.

Time is flying by this year, I just cannot believe it won't be long until its Christmas, I hope you are all as excited as I am. Christmas is a great time of year, its so lovely to spend time with family and friends enjoying the festivities.

It feels like it has been such a long time since I have written in the blog, the AME team have been working hard and focusing on the launch of our new website, which I think looks amazing, not that I am biased. so unfortunately we have had to skip an issue of Tech Issue as our resources were tied up. However we are glad to say Tech Issue is back on course.

Let me do a quick recap for you from my last blog, I had completed 88% of my college work and I was waiting for the spreadsheet unit to be signed off.

On 17th July Tom came out for what I hoped, in the nicest possible way, to be his last visit and I was waiting for him to give me good news that I would be signed off at the end of the month. We sat down and talked through the units that were still outstanding and talked through what I needed to do to get it signed off. Before Tom left he said if I was to knuckle down with the units outstanding then I would be singed off by the end of August all being well. Tom was a great help and after he left, I was so determined to complete the units that were outstanding.

I started work on the units required straight away and then submitted it. I hated waiting for a response of whether I had done enough to complete the course. A few weeks later I finally received a response, not the response I was looking for but I had to tweak and add some extra things to be signed off. When I found some time I made the changes and resubmitted the work, then it was the whole waiting process again. To take my mind off things I started preparing for a busy September with training on practically every day, I was preparing the manuals, and attendance forms.

A couple of weeks later I finally receive the news I have been waiting for...I have finished college and I achieved my NVQ in Business Administration. I was so over whelmed by the email I received from Tom about completing the college work. I feel that college has been very beneficial for me and helped me in the work place. I would certainly recommend doing an apprenticeship for anyone considering it, its a great way to gain invaluable knowledge in the area you are leaning and it is especially great working at the same time as you get real hands on experience. Now all I'm waiting for is my certificate to show I have officially completed the Level 3 business and admin course.

As I mentioned the AME team had been working hard on our new website project and I was lucky enough to get involved with this as well over the past few months. It was such a massive project, however our old website was a little outdated and required to be brought up to date. Lauren completed the majority of the work and I think she has done an amazing job. My role was to assist in transferring the training course overview pages from the old site to the new site, it took quite some time but I really enjoyed getting involved in the project. You can take a look at our site by visiting www.amesolutions.co.uk. We always like to receive feedback so if you have any thoughts please do let someone from the AME team know.

Less about me and more about training. Training for September is always busy there is always a range of courses on. The middle of October is something you want to look out for we have a new course on Certified Ethical Hacker I'm so excited to see how this course works out, also big news we have another new course called GDPR which is another interesting course that many businesses should attend because as of 25th May 2018 your business will need to comply with the new regulations and ensure that any personal data you hold is secure to prevent data breaches and ultimately avoid any hefty fines – want to find out more contact Angela to book on to the GDPR training course to keep your business safe and secure.

Finally, it is with regret that I would like to announce to you all that I am leaving AME solutions now that I have completed my 2 year apprenticeship. The decision to leave was something that I did not consider lightly, it was such a hard decision to make however I have realised that I would like a change in my career and I have chosen to work in the hotel and leisure industry. It will certainly be a completely different job to that of what I have been doing at AME, but having spent some time working in this industry it's where my passion lies.

Having said this I have absolutely loved my time and the work I have done at AME, I have learnt so many new things that I would have never known how to do. Working at AME has been the best start to my career and I can't thank them enough for all the support they have given me whilst being an employee. I wish the best for AME and their customers.
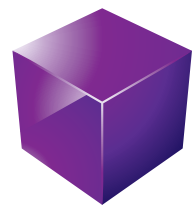
I am sad to say that this is my last blog as you may have guessed. I have really enjoyed writing my blogs over the past two years and I hope you have enjoyed reading them just as much.

So, all that is left to say is that I wish you all a very Merry Christmas and all the best for 2018.

Just for Fun: Spot the difference
Can you spot the differences between these two photos?

Take part in our spot the difference competition just for fun.

The goal is to find a number of differences between two near identical images. There are a total of 5 differences between the two photos on this page........Can you spot them?

The answers are available on the next page.

Competition Winner

Issue 20 Winner Announcement.

In Issue 20 we offered our readers the chance to win a voucher for a round of golf for four people at the Exeter Golf and Country Club.

The lucky winner was Ashley Twine, Associate Director of Haldon.

Ashley correctly answered our **'Quiz Question'** What does GDPR stand for?

The correct answer was **A. General Data Protection Regulation**.

Well done to Ashley.

Thank you to everyone who entered.

Please don't forget to enter this month's competition which is featured on the next page.

This month we are offering one lucky winner the chance to win a 1TB portable external hard drive., ideal for storage and backups.

All you need to do is answer the quiz question on the next page and enter via email, online or Facebook.
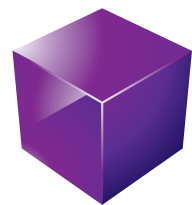
AME Competition - Quiz Question

This month we are offering the chance for one of our lucky readers to win a 1TB Portable external hard drive, ideal for storage and backups.

Take part in our 'Quiz Question' competition for the chance to win. All you have to do is answer the question below.

What date does the General Data Protection Regulation come into effect?

If you need help, the answer is contained in the magazine.

A. 25th May 2017

B. 25th May 2018

C. 25th May 2019

TO ENTER

To enter please send your answer along with your contact details including name, company, telephone number and email address to; **competition@amesolutions.co.uk or you can also enter online via our website.**

WIN A 1TB Portable External Hard Drive

All you need to do is answer this question: What date does the GDPR come into effect?
To Enter: Comment on our Facebook post ¦ Enter online: http://www.amesolutions.co.uk/competitions/
Email: Competition@amesolutions.co.uk ¦ Competition Closes 31st January. Terms and Conditions Apply.

Intenso 1TB External USB 3.0 Poratable Hard Drive

Capacity: 1 TB

Form factor: 2,5" (6,35 cm)

Colour: Back

Material: Plastic

LED Display: Yes

Interface: Super Speed USB port 3.0

Maximum data Reading: 85,00 MB/s (570 x)

transfer rate: Writing: 75,00 MB/s (503 x)

RPM / Cache: Up to 5400 RPM / 8 MB

File format: FAT 32

Power Supply: USB Port 3.0 (downwards compatible)

Accessories: USB 3.0 cable (downwards compatible)

Operating system: Microsoft Windows 7/8/8.1/10 |

Mac OS 10.x.

Packaging unit: 4 pcs.

Answers to spot the difference

Terms and Conditions
Competition entries must be in by midnight 31 January August, one winner to be announced within the following week. One winner will be selected at random from all valid entries received. The prize will be handed out as deemed by the organiser. The prize is non-transferable, non-refundable and cannot be exchanged for any cash alternatives in whole or in part. The organiser reserves the right to publish the name and counties of residence of the winner.

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