INTERNATIONAL
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UNAUTHORIZED ACCESS TO CUSTOMER INFORMATION

Approved by: Navjot Singh
Date: October 1, 2023

1. Purpose

At International Freight Solutions (IFS), we are committed to ensuring the confidentiality, integrity, and security of our customers' information. This document outlines the controls and processes in place to protect customer data from unauthorized access and breaches.

2. Scope

This policy applies to all employees, contractors, third-party vendors, and stakeholders who have access to customer information. It covers all digital and physical storage systems where customer data is processed, stored, or transmitted.

3. Access Control Measures

To prevent unauthorized access, the following security controls are in place:

- **Role-Based Access Control (RBAC):** Employees are granted access to customer data strictly based on job roles and responsibilities.
- **Multi-Factor Authentication (MFA):** Mandatory MFA for all employees accessing customer data.
- **Unique User Credentials:** Every employee is assigned unique login credentials, and account sharing is strictly prohibited.
- **Access Logging and Monitoring:** All access to customer data is logged and monitored to detect suspicious activity.

4. Data Protection Measures

IFS ensures the highest level of data security through:

- **Data Encryption:** All customer data is encrypted both in transit and at rest.
- **Data Masking:** Sensitive customer details are masked to limit exposure to unauthorized users.
- **Secure Storage Solutions:** Cloud storage and physical servers are protected using the latest security protocols.
- **Data Retention and Disposal:** Customer data is securely retained for the required duration and permanently deleted when no longer needed.

5. Employee Training & Awareness

- **Mandatory Security Training:** Employees undergo regular training on data security best practices and handling sensitive information.
- **Phishing Awareness Programs:** Periodic phishing simulations help employees recognize and prevent social engineering attacks.
- **Security Incident Response Training:** Employees are trained on how to respond to security incidents involving customer data.

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6. Third-Party Vendor Compliance

- **Vendor Security Assessments:** Third-party vendors must comply with IFS security policies before accessing customer data.
- **Contractual Security Obligations:** Data protection clauses are included in all vendor agreements.
- **Regular Security Audits:** Vendors handling customer data are subject to periodic security assessments.

7. Incident Management & Reporting

- **Incident Response Plan:** A structured protocol is in place to detect, report, and mitigate unauthorized access incidents.
- **24/7 Monitoring & Threat Detection:** Automated systems continuously scan for unauthorized access attempts.
- **Breach Notification Procedure:** In case of a data breach, affected customers and regulatory bodies are notified promptly.

8. Compliance & Auditing

- **Regulatory Compliance:** International Freight Solutions adheres to industry standards and regulations such as GDPR, PIPEDA, and other applicable laws.
- **Internal & External Audits:** Regular audits are conducted to ensure adherence to security controls.
- **Policy Reviews & Updates:** This policy is reviewed and updated annually or as necessary to address evolving security threats.

By implementing these controls and processes, **International Freight Solutions** ensures the highest level of protection for customer information, reducing the risk of unauthorized access and data breaches.

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