

ACCESS POLICY

Introduction

This policy applies to all systems, people and processes that constitute The Charity's information systems, including Team Members, volunteers, contractors and suppliers who have access to The Brain Tumour Charity's systems. The Brain Tumour Charity is committed to ensuring the safety of its Team Members, volunteers, suppliers and assets and takes the issue of physical and virtual security very seriously. This policy sets out the main precautions that must be taken and, together with the supporting documents listed, forms a significant part of our information security management.

For team member, by signing this Policy electronically on PeopleHR, you confirm that you have read, understood and agree to this Policy. For volunteers, by signing the Volunteer Agreement on Volunteer, you confirm that you have read, understood and agree to this Policy.

Physical security

The Brain Tumour Charity operates from one Head Office, based at Fleet 27, Rye Close, Fleet GU51 2UH.

Physical entry controls

- The office is over two floors in a shared building. The ground floor being predominately storage and meeting space and the first floor a largely open plan office space. The building is accessed through a keypad controlled main door with each floor accessed via key-fob controlled locked doors. The building and office entrances are monitored through CCTV. An alarm is activated outside of working hours when no key holders are present.
- The secondary doors are emergency exit doors only and can only be opened from within the building.
- All Team Members are issued with an access key fob.
- A limited number of named Team Members are issued with a physical key, a log of which is maintained. Keys are restricted to team members who may be required to open or close the building or require access outside of normal office hours, e.g. Events team.
- Contracted cleaners are issued with a physical key to conduct their work outside of normal office hours. They undergo all necessary checks and are bound by the strict terms of their contract.
- All visitors to The Charity's premises, including volunteers, Trustees, contractors and suppliers, must:
 - Report to the reception area
 - Sign in to the visitor's book
 - Sign out of the visitor's book on departure.
- Visitors (excluding volunteers, Trustees and people under contract) must be escorted at all times whilst within non-public areas of The Charity.
- All deliveries must be made to reception. Individuals making deliveries or collections will only enter non-public areas whilst escorted by a team member. Any team member receiving deliveries of personal or confidential data will immediately move this to a secure location.
- Team Members will challenge any unrecognised persons within non-public areas.

Equipment and paper security controls

- Limited information is stored in paper format in the offices. Any confidential information, including personal data, is held in locked cabinets. The keys for the locked cabinets are held in key safes.

- All equipment used to process and store personal information issued by The Charity is maintained by our IT providers in accordance with their contracts and may only be carried out with explicit agreement from the Development Department.
- No data is stored on servers in the office, these are all stored on servers in secure data warehousing facilities, managed through contracts with suppliers. The network equipment has UPS technology fitted.
- Network cabling is managed through an office system, which is locked and the key held in a key safe.
- No personal data is held on individual desktops, this is held securely either on our database or shared document storage system, which are encrypted.
- Standard removable media (i.e. USB sticks) must not be used to store or share personal or confidential data. If in extreme circumstances this is required, then an encrypted removable media device must be used, which can be borrowed from the Development Department and signed in/out by the individual.
- All screens must be locked when not in use.

Information security

This applies to all Team Members, contractors and volunteers at The Brain Tumour Charity ('users') who have been provided with access to The Charity's computer systems. Users are only provided with access to The Charity's network services that they have been specifically authorised to use. Access is managed by the Information Asset Owner based on business requirements as outlined below.

User access rights

Each user is allocated access rights and permissions to personal information and computer systems that:

- Are required for their role and the tasks they are expected to perform.
- Have a unique login that is not shared with or disclosed to any other user.
- Systems are established so that users are unable to override access controls.
- Where enabled by the security features of the software application, separation of duties and/or access into clearly defined roles is established.
- Logging functions i.e. to enable auditing and accountability of actions, are available only to administrators.

System administration accounts are only provided to users that are required to perform system administration tasks. The administrator account is not used by Systems Administrators for normal day-to-day activities.

Registering and deregistering users

All line managers must provide a Team Member set up form for every person who starts, changes role or leaves The Charity. If volunteers require access to computer systems, a volunteer set up form must be provided. These forms are shared with nominated members of the team who have responsibility for registering and deregistering user access as follows:

System	Registration/Deregistration - Department	Access level
Network / remote desktop	Development	Access for all Team Members and limited volunteers. All unused accounts are deactivated. Temporary access can only be granted through the Development Team / VIP approval.
Office including Outlook	Development	Access for all Team Members and limited volunteers.

Salesforce CRM	Development	Access for all Team Members and limited volunteers. Access to data is based on role.
Website CMSs (The Brain Tumour Charity, HeadSmart, The Lewis Moody Foundation)	Digital	Access only to limited Team Members. No volunteer access.
BRIAN	BRIAN	Access only to the BRIAN databank Team Members. No volunteer access.
PeopleHR	Core	Access to all Team Members. Access to data is based on role. No volunteer access.
PS Financials	Finance	Access only to the Finance team (full system). No volunteer access.
WorldPay	Finance	Access only to limited Team Members. No volunteer access.
CC Grants Tracker	Research	Access only to limited Team Members. No volunteer access.
Eventbrite	Events	Access only to limited team members . No volunteer access.
Social media (Charity accounts)	Digital	Access only to limited Team Members. No volunteer access.
Social media (Charity groups)	Services and Influencing Events	Access only to limited Team Members and volunteers.
Google Account	Digital	Access only to limited Team Members. No volunteer access.
Dotmailer	Digital	Access only to limited Team Members. No volunteer access.
Survey Monkey (main account)	Digital	Access only to limited Team Members. No volunteer access.
Survey Monkey (Talent account)	Talent	Access only to limited Team Members. No volunteer access.
Trello	Individual Teams	Access to all Team Members. No volunteer access. No personal data shared.
Facebook Workplace	Internal Communications	Access to all Team Members. No volunteer access. No personal data shared.
Sprout Social	Digital	Access only to limited Team Members. No volunteer access. No personal data shared.
SEMRush	Digital	Access only to limited Team Members. No volunteer access. No personal data shared.
Acuity Scheduling	Information and Support	Access only to limited Team Members. No volunteer access.
Just3Things	Talent	Access only to limited Team Members. No volunteer access. No personal data shared.
Marketing Cloud	Digital	Access only to Team Members. No volunteer access.
Interaction Studio	Digital	Access only to Team Members No volunteer access.
Tableau and Power BI	Development	Access only to limited Team Members. No volunteer access.
Online Giving Platforms	Fundraising Development	Access only to limited Team Members. No volunteer access.
Google Analytics	Digital	Access only to limited Team Members. No volunteer access.
Meltwater	PR and Media	Access only to limited Team Members. No volunteer access.

Leavers and movers

When a team member or volunteer leaves, all access is removed. Access to historic data (emails, My Documents) and rerouting of new emails is given to a nominated team member. If a team member changes roles, a mover form is completed to ensure access is updated to the systems required for the new role.

Third party access

Support for The Charity's IT systems, which can include personal and health data, is provided by third party suppliers. At all times, they will only act on instructions from The Charity as the Data Controller and remain bound by the terms of their contract, including confidentiality clauses.

Devices

The Charity's systems may be accessed through multiple devices, both Charity-owned and personal, as they are predominantly cloud based. How they should be used and protected is covered in the following policies:

- Acceptable Use Policy
- Offsite Working, Bring Your Own Device and Password Protection Policy.

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