

Hiscox is committed to protecting the confidentiality, integrity and availability of the data it holds. We have an effective information security management system (ISMS), built on the fundamental pillars of people, processes and technology, as well as robust information security controls which are aligned to globally recognised industry standards.

Our Group-wide cyber security policy sets out the ISMS in operation at Hiscox. All information security policies apply across the Hiscox Group and are accessible to all staff, including any third-party workers with access to our network. These are reviewed and approved on an annual basis to ensure they remain accurate and appropriate.

Hiscox deploys various protective measures to protect its network and systems from threats and utilises third-party security expertise wherever we believe that doing so will enhance our existing security capabilities. Access to our network and systems is well controlled and closely monitored, ensuring the principle of least privilege is applied.

We take staff training seriously and conduct information security-related training and awareness activities throughout the year, including all-staff computer-based training at least twice per year (including any third-party workers with access to our network), regular staff phishing exercises and Group-wide communications on information security matters. In addition, Hiscox Board members and those in higher-risk roles are subject to more focused in-house security training.

We also expect all third parties who deal with Hiscox to operate in line with our data protection standards, and to treat our customer and employee personal data with the highest level of care. We operate a Group-wide privacy and information security third-party assurance framework, to ensure our requirements are being met, which covers both due diligence of third parties at the point of on-boarding and ongoing assurance. This is achieved through periodic reviews and/or audits of third-party processes and controls.

Information security-related audits are conducted by an independent internal audit team operating as the third line of defence within Hiscox's 'three lines of defence' risk management model. The scope of these audits varies in nature and forms part of an annual risk-based audit plan. Audits are also periodically performed by external auditors.