



IRONSHARE
CYBER SECURITY SIMPLIFIED

Ironshare Cyber Security Services

TERMS & CONDITIONS



ABOUT IRONSHARE

We are an IT Security Consultancy based in the Midlands. Our expertise in this area allows us to deliver proven, tried and tested results to our customers, and as a flexible business, we can be agile to our customer needs, while remaining commercially attractive in the market.

In addition to the board of directors, our team consists of analysts, administrative staff, and regional consultants from around the UK. These consultants can be called upon at any time during our customer engagements, to scale up or down our available resources, as and when required.

Our main business is in the provision of Security Consulting services to customer organisations for security health checks and assessments, project design and delivery of secure solutions, investigations, incident response, or training. We also cover Managed Security services, security policy documentation, risk analysis, secure build hardening and technical standards, and offer a retainer service which means companies get specialist knowledge without having to have expensive experts on the payroll.

CISCO PARTNERS



Ironshare are a registered Cisco Select partner, that have been certified in the Security Specialisation. We do however have experience across the technology sector and will assess every situation on its own merits. This means that we make recommendations to your business based on what is best for you and may offer third-party solutions from other recognised leaders in the industry.

COMPANY DETAILS

Ironshare Ltd
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Company number: 10107127
VAT registration number: 238 7520 90

WEBSITE

www.ironshare.co.uk

CONTACT DETAILS FOR ENQUIRIES ABOUT THIS AGREEMENT

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CYBER SECURITY SERVICES

SECURITY HEALTH CHECKS

A Security Health Check is a collection of analysis methods & techniques, which are used to uncover the gaps in your security and understand where the real threats to your organisation may come from. If you are new to this and have not yet performed an assessment of your security, it is strongly recommended that you engage a security partner to assist you in this area. Security health checks or assessments must be part of any organisations 'critical activities'.

Ironshare recommends that you carry out these health checks on at least an annual basis. Whether you're a first timer or you just need a new partner to help with your annual checks, why not try Ironshare's Security Health Check service, we're here to help you identify and plug your security gaps.

Our Security Health Checks:

- Help you to better understand your security strengths and weaknesses
- We analyse your weak points and highlight gaps in your security
- Give clear and simple guidance for areas that need your focus and priority
- Help you make the right decisions on where to best spend your security budget
- Receive a health check report containing the details of the assessment and any associated recommendations in a simple to understand format

INCIDENT RESPONSE & INVESTIGATION

Whether you need assistance with a new or ongoing security issue, or you think you may have been compromised and need help with hunting down the threat, then our Incident Response service may be what you need.

Our Incident Response service can help you identify and contain the threat, remove the presence of the threat, identify the root cause and remedy the underlying issues that led to the compromise.

In addition, we will help you to prepare for, manage, and recover from future threats to your organisation's networks. A report of the engagement can also be provided as required.



CYBER SECURITY SERVICES

SECURE DESIGN & SOLUTIONS

Information and cyber security can be a hostile landscape, but for every challenge there's an available solution. You might be taking your first steps with Security, be confused by all the information, and don't know where to start. Or, you might know what you need to achieve, but need guidance with how to achieve your goals and select the right solutions to your problems; Ironshare are here to help.

We can help get you on your path to realising your security goals, ultimately improving your overall security posture. By assessing your requirements, Ironshare can assist you with finding the ideal solutions to address the problems you are facing. Once you have found the right solution, we can then help you define a documented secure design for the implementation of your chosen solution.

Although Ironshare provides a number of security products and services, they might not be the right fit for you at this time, because of this we don't just focus on our defined solutions to meet your requirements. This service we will consider all market leading products and services, or the specific vendors, you feel are best suited to you.

INFORMATION ASSURANCE

Information Assurance refers to the protection of information systems, computers and networks within an organisation, and is typically based on Confidentiality, Integrity, Availability (the CIA triad), Authentication and Non-Repudiation. Simply put 'are my systems sufficiently secured?'.

TECHNICAL ASSURANCE

Technical Assurance on the other hand focuses on the prevention of mistakes and errors that may arise during the implementation of Information systems or technical controls. Or in simplified terms 'have my systems and controls been implemented properly, and do what they should?'.

Ironshare's Assurance services are in place to review the quality of your company's Information and Technical, practices and controls, to give you the confidence that they are delivering on what is expected. This can include reviewing technical implementations, standards, guidelines and procedures, as well as architectural and technical design review. If we find any gaps or shortfalls, they will be presented along with suitable recommendations in a final report.



CYBER SECURITY SERVICES

STRATEGY & ROADMAP DEVELOPMENT

Creating the ideal IT Security strategy is not an easy task. An IS strategy needs to be specifically tailored and take into account the organisations:

- Security goals
- Business goals and strategy
- Architecture and technologies
- Financial budget
- The organisations risk appetite

Ironshare can assist you with the development of your Security strategy, to ensure it aligns with items above. Once your strategy is agreed, we can help to define and document a road-map to achieve the delivery of your strategy.

NETWORK ASSET DISCOVERY

The first of the CIS Critical Security Controls is to manage and control your inventory of assets, this ensures that only authorised devices are allowed onto the network. To implement this control you need to know what assets you have through an accurate inventory. Ironshare use some excellent products which can help you discover your assets present on the network and not only create but also actively maintain an asset inventory. If required we can also assist or provide guidance with identifying your critical assets and data.

INFORMATION SECURITY DOCUMENTATION

Security documentation is a key component for security teams to understand, enforce and communicate the organisations security model, and is made up of policies, standards, procedures and guidelines. These security documents outline the company's security culture, and how it's going to secure its information assets and systems.

Ironshare has a number of templates that can help you create or develop your own Security documentation, and of course we can help you along the way as necessary.

Our templates include Secure Hardening baselines for IT infrastructure components, which are based upon CIS (Center for Internet Security) and NIST (National Institute of Standards and Technology) standards. These baselines can be tailored for your specific organisation.



CYBER SECURITY SERVICES

CONSULTING RETAINER SERVICE

With the rapid growth of the IT Security sector, combined with the shortfall of available Security professionals in the industry, it can be difficult for organisations to attract and hold onto qualified and experienced staff. Ironshare offer skilled security resources to work with you on a retainer basis.

The retainer will allow you to purchase time in advance so you can call upon their services for a few hours or days a month, when your needs arise. This purchased retainer works on the pay for access model which is used to arrange access to expert consultants that can help you with any of our consulting services or your own ad-hoc security requirements.

SECURITY TRAINING AND AWARENESS

Ironshare customers that take on our products or services, may need their staff to have hands on access to understand how they work, and know what to look for if an issue arises. If this is a requirement for you, we can arrange structured training or awareness sessions, that will get your personnel up to speed. You decide exactly what you need and we will tailor the training to your specific requirements.





TERMS & CONDITIONS

PAYMENT TERMS AND VALIDITY

Any service prices quoted are valid for a period of 30 days. All payments should be made within 30 days of the date stated on the associated invoice.

VALUE ADDED TAX (VAT)

All prices and charges offered do not include VAT, unless otherwise stated. VAT will be charged at the current rate and itemised separately within your invoice.

EXCLUSIONS

Any items not specifically stated in this agreement are excluded.

CONFIDENTIALITY

Each party will only use confidential information to perform its obligations under the agreement, will safeguard the data accordingly, and will not cause or allow the information to be disclosed except:

1. where required by law, court order or any governmental or regulatory body;
2. to any of its employees, officers, representatives or advisers who need to know the information in order to discharge its obligations under the agreement;
3. where the information has become generally available to the public (other than as a result of disclosure in breach of the agreement by the party or any of its employees, officers, sub-contractors, representatives or advisers);

DATA PROTECTION

When handling customer data (whether or not personal data), the supplier shall ensure the security of the data is maintained in line with the security requirements of the customer as notified to the supplier from time to time.

TERMINATION

Either party may terminate the agreement immediately by giving written notice to the other party if that other party:

1. does not pay any sum due to it under the agreement within 30 days of the due date for payment;
2. commits a material breach of the agreement which, if capable of remedy, it fails to remedy within 30 days after being given written notice specifying full particulars of the breach and requiring it to be remedied;
3. persistently breaches any term of the agreement;



4. is dissolved, ceases to conduct substantially all of its business or becomes unable to pay its debts as they fall due;
5. is a company over any of whose assets or property a receiver is appointed;
6. makes any voluntary arrangement with its creditors or (if a company) becomes subject to an administration order (within the meaning of the Insolvency Act 1986);
7. (if an individual or firm) has a bankruptcy order made against it or (if a company) goes into liquidation.





DATA PROTECTION

CYBER ESSENTIALS

Ironshare have been awarded with the Certificate of Assurance by Cyber Essentials. This accreditation further demonstrates our commitment to cyber security and the ability to keep our company and customers safe from potentially harmful cyber-attacks.



YOUR INFORMATION IS SAFE IN OUR HANDS

Ironshare regularly enter into confidentiality non-disclosure agreements with our clients and take the sensitivity of any information provided very seriously. The following protective measures will be taken to protect the data and responses we handle.

- A small dedicated and experienced team collating and working with your data
- Appropriate classification of documentation
- Data at Rest will be encrypted using FIPS compliant AES 256-bit Encryption
- Data at Rest encryption will be performed using a combination of Full Disk Encryption and File level Encryption
- Data in Transit is protected using TLS (Transport Layer Security) with AES 256-bit Encryption

Our privacy policy is available to view on our website via the link below:

<https://www.ironshare.co.uk/privacy-policy>

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