SUNGARD® SECURITY BULLETIN

SUNGARD – INTERNAL USE ONLY

A Message to all FS & Corporate Employees

Protecting Confidential Information

We handle confidential information every day, whether it is source code, data models and architectures, customer contracts and infrastructure data, employee personal data, and more. SunGard is committed to protecting our customers' and employees' confidential information, and while we have measures in place to keep it safe, we also need our employees to ensure the data remains secured.

SunGard installs tools to prevent accidental/malicious data loss on our systems, and in certain circumstances, these tools may block the employee from performing certain job functions. Security exemptions exist so users can request release from some of these tools. It's important, however, to follow the proper procedure to request the release.

It only takes one incident for SunGard's reputation to be damaged, and we have all worked too hard to build SunGard's name to let that happen. By applying the basic steps below, we can help reduce our risk of data leaks.

Transporting Confidential Information

To reduce risks when sending personally identifiable information and other sensitive data outside the company, SunGard offers Secure File Transfer or Fileshare that provides a secure and efficient channel for data transfer. Before using this service to transfer any data, read and comply with the Legal Usage Guidelines to learn about obligations related to privacy regulations.

Oral and Written Communications

Be cautious when sharing information through social media platforms or during events (meetings, seminars, receptions, outings, trainings, etc.). Do not discuss SunGard computer hardware, software or environments unless you know the person or can verify both his/her identity and his/her need to know.

Clean Desk Policy

Confidential papers are always expected to be placed in locked drawers. Employees are expected to tidy their desks, put away all office papers, and lock their office doors (or desk drawers, in open-landscape areas). When disposing, sensitive information must be shredded.

To learn more about SunGard's security policies and data encryption, visit the SunGard Security site on SunGard Central. If you have questions about our policies, contact your local SunGard Group Security Officer.

think before you print