



The confidentiality, integrity and availability of the Arkivum Service and the data stored within it is of paramount importance to Arkivum.

As a consequence, Arkivum has a full Information Security Management System (ISMS) in place that covers all aspects of information security including people, process, facilities, equipment and software.

### ISO 27001 Certification

Arkivum is certified to the international standard ISO 27001:2013. This is an important part of Arkivum's business and is central to how we manage and interact with the data that our customers entrust to us. It is part of our commitment to the security of customer data that ensures we continue to make data security and integrity our top priorities.

### Information security

At Arkivum we take information security really seriously. So seriously that we spend significant time and money on enforcing security and using best practice to guarantee security of both our own assets and those of our customers.

Information Security has been built in to all aspects of Arkivum's business and culture, and hence the Arkivum Service, from day one. Having put in place information security-focused policies and procedures, Arkivum recognised the importance of being externally audited and certified to an international standard to confirm our approach. This standard is ISO 27001, an internationally recognised best practice framework for an information security management system.

Arkivum achieved certification to ISO 27001:2005 in June 2012, has maintained certification since then and transitioned to the 2013 version of ISO 27001 in June 2015.

To maintain certification Arkivum is audited every six months by our accredited certification body.

Arkivum's current ISO 27001 certificate is available on the Arkivum website.

### Other audits

In addition to the six-monthly audits by our accredited certification body, Arkivum is audited from time to time by our prospects, customers and partners. Arkivum also regularly performs scheduled internal audits on all aspects of its Information Security Management System (ISMS). This includes audits of key suppliers. In particular all Data Centres and Tape Storage providers are audited by Arkivum as part of the selection process and then re-audited every two years.

All audits have been positive. The outputs from them are used as part of the on-going maintenance and improvement of the Arkivum ISMS.

### IG Toolkit for NHS N3 connectivity

The Information Governance Toolkit (IG Toolkit) is a UK Department of Health (DoH) Policy delivery vehicle that the Health and Social Care Information Centre (HSCIC) is commissioned to develop and maintain. It draws together the legal rules and central guidance set out by DoH policy and presents them in a single standard as a set of information governance requirements.

The organisations in scope of this are required to carry out self-assessments of their compliance against the IG requirements.

Arkivum Limited  
Top Floor  
The Walbrook Building  
25 Walbrook  
London  
EC4N 8AF  
UK

+44 1249 405060

info@arkivum.com  
@Arkivum  
Arkivum.com

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Arkivum is in 'scope' as it offers the option for delivery of the Arkivum Services via the NHS N3 network. Arkivum has achieved the highest level (3) in each of its annual IG Toolkit assessments.

### Other regulations and standards

Arkivum constantly monitors the industry for applicable regulations, standards and our customer's requirements for additional certifications or accreditations. Each of these is assessed for its relevance to Arkivum's business and / or how it relates to how Arkivum manages or interacts with customer data.

One of these that has been assessed for relevance is ISO 27018 (covered below). If you would like to know our view on, or progress towards, other certifications or accreditations please contact us.

### ISO/IEC 27000 family

The ISO/IEC 27000 family (also known as ISO 27000 series) consists of mutually supporting information security standards to provide a globally recognised framework for best-practice information security management. The main standard being ISO 27001.

ISO 27002 is the main code of practice and is the one that has been used by Arkivum in the development, maintenance and continuing improvement of our ISMS.

ISO 27018 is a further code of practice that expands on ISO 27002 to cover specifics for 'protection of personally identifiable information (PII) in public clouds acting as PII processors'.

Arkivum will be extending the scope of its ISO 27001 certification to cover the requirements of ISO 27018.

## Arkivum's Information Security Objectives

The Arkivum Information Security objectives are to:

- Demonstrate the confidentiality, integrity and availability of the Arkivum Services
- Demonstrate the development and delivery of the Arkivum Services incorporates and meets best secure practices
- Ensure compliance with relevant statutory and regulatory requirements
- Provide documentary evidence in the form of records to demonstrate that processes are being followed correctly and completely
- Continually improve the Arkivum Services, based on customer, partner and employee feedback, key performance indicators, audit findings and technologies.
- Identify, prioritise and mitigate risks so that they may be reduced or removed completely.
- To build a strong effective security practice to meet the demands of our customers and maintain the integrity of Arkivum.
- Identify and manage any non-conformities associated with the Information System Management System (ISMS).

### About Arkivum

Arkivum provides specialised best-of-breed long-term data safeguarding and archiving solutions, designed to respond to today's compliance and governance requirements.

Arkivum works with institutions across multiple verticals, all of which generate high amounts of mission-critical data that needs to be preserved for many years to come.

Arkivum's solutions simplify the process of assuring the authenticity and availability of data regardless of scale or when it needs to be accessed. This helps organisations to mitigate or transfer risk, while achieving compliance with regulations or long-term data lifecycle management requirements.

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