

# MEMO

## WORK FROM HOME: DATA PRIVACY AND PROTECTION

TO OUR MUCH LOVED EMPLOYEES

Dear All,

By now we have all adjusted to the new normality of working from home and, for the most part, we are functioning well as a team and keeping things going in these testing times. I am sure you must be missing the interaction and camaraderie with your colleagues and the 'water cooler chats'. I am also quite sure that you don't miss the early morning and evening commutes!

There are some important issues which need to be addressed when it comes to working from home, especially in light of the fact that you are all accessing the company's files and data and sending and receiving information on your residential internet lines. Alarming, it has been reported that there has been a marked increase in cyber scamming whereby scammers, who are disguised as official companies or known contacts, ask for verification of usernames and passwords or to donate to charity for instance and urge users to click on links which then enable malware to enter your devices. This malware is sophisticated enough to lead to disruption and destruction of information on not only your devices but also to others' devices and the company's data systems. Please remember that neither this company nor others will ask for any sensitive information online and if you are suspicious of any emails, please contact the IT Department immediately. In addition, kindly refrain from sending personal messages from your work devices and vice versa as this can also potentially cause confusion and lead to an inadvertent clicking on a scamming link.

Whilst I understand that there are many challenges working from home, I encourage you to protect your laptops and/or computers from any unintended usage and to secure your workspace. Home audio devices which could record conversations must also not be in the vicinity of your workspace. Also, on a final note, it is advisable to maintain work timing discipline and to learn to switch off (physically and mentally!) once the working day comes to an end.

We pray that you and each of your families stay safe and healthy during this time. We encourage you to continue to practice good hygiene and social distancing in line with the governmental directives. I very much look forward to seeing you all at the office once the pandemic situation has passed.

Yours sincerely

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CEO or Department Head