

## Backing up your data

Take *regular* backups of your important data, and *test* they can be restored. This will reduce the inconvenience of any data loss from theft, fire, other physical damage, or ransomware.



**Identify what needs to be backed up.** Normally this will comprise documents, emails, contacts, legal information, calendars, financial records and supporter or beneficiary databases.



**Ensure the device containing your backup is *not* permanently connected** to the device holding the original copy, neither physically nor over a local network.



**Consider backing up to the cloud.** This means your data is stored in a separate location (away from your offices/devices), and you'll also be able to access it quickly, from anywhere.

## Keeping your smartphones (and tablets) safe

Smartphones and tablets (which are used outside the safety of the office and home) need even more protection than 'desktop' equipment.



**Switch on PIN/password protection/fingerprint recognition** for mobile devices.



Configure devices so that when lost or stolen they can be **tracked**, **remotely wiped** or **remotely locked**.



Keep your **devices** (and all **installed apps**) **up to date**, using the '**automatically update**' option if available.



When sending sensitive data, don't connect to public Wi-Fi hotspots - **use 3G or 4G connections** (including tethering and wireless dongles) or **use VPNs**.



**Replace devices that are no longer supported by manufacturers** with up-to-date alternatives.

## Preventing malware damage

You can protect your charity from the damage caused by 'malware' (malicious software, including viruses) by adopting some simple and low-cost techniques.



**Use antivirus** software on all computers and laptops. **Only install approved software** on tablets and smartphones, and prevent users from downloading third party apps from unknown sources.



**Patch all software and firmware** by promptly applying the latest software updates provided by manufacturers and vendors. Use the '**automatically update**' option where available.



**Control access to removable media** such as SD cards and USB sticks. Consider disabling ports, or limiting access to sanctioned media. Encourage staff to transfer files via email or cloud storage instead.



**Switch on your firewall** (included with most operating systems) to create a buffer zone between your network and the Internet.

## Avoiding phishing attacks

In phishing attacks, scammers send fake emails asking for sensitive information (such as bank details), or containing links to bad websites.



Ensure staff **don't browse the web or check emails** from an account with **Administrator privileges**. This will reduce the impact of successful phishing attacks.



**Scan for malware** and **change passwords** as soon as possible if you suspect a successful attack has occurred. **Don't punish staff** if they get caught out (it discourages people from reporting in the future).



Check for obvious signs of phishing, like **poor spelling and grammar**, or **low quality versions** of recognisable logos. Does the sender's email address look legitimate, or is it trying to mimic someone you know?

## Using passwords to protect your data

Passwords - when implemented correctly - are a free, easy and effective way to prevent unauthorised people from accessing your devices and data.



Make sure all laptops, MACs and PCs **use encryption products** that require a password to boot. Switch on **password/PIN protection** or **fingerprint recognition** for mobile devices.



**Use two factor authentication (2FA)** for important websites like banking and email, if you're given the option.



**Avoid using predictable passwords** (such as family and pet names). Avoid the most common passwords that criminals can guess (like *passw0rd*).



Do not enforce regular password changes; they only need to be changed when you suspect a compromise.



**Change** the manufacturers' default passwords that devices are issued with, before they are distributed to staff.



**Provide secure storage** so staff can write down passwords and keep them safe (but not with the device). Ensure staff can reset their own passwords, easily.



**Consider using a password manager.** If you do use one, make sure that the 'master' password (that provides access to all your other passwords) is a strong one.

