

Cyber Security Policy

Purpose

LG Progress Ltd is committed to protecting the information it holds, the systems it uses and the services it provides. Although the business handles relatively low volumes of personal data, we recognise the importance of maintaining appropriate cyber security to protect clients, associates, business information and our reputation.

This policy sets out the practical measures we take to reduce cyber risks and maintain secure working practices.

Scope

This policy applies to everyone working for or on behalf of LG Progress Ltd in the delivery of its services, including employees, associates, contractors and consultants.

Security Controls

Passwords and Access

LG Progress Ltd will:

- use strong, unique passwords for business systems;
- enable multi-factor authentication on business-critical accounts where appropriate, including email and other key business services;
- never share passwords with others;
- change passwords promptly if there is any suspicion they have been compromised.

Devices

All devices used for company business must:

- be protected by a PIN, password or biometric login;
- have automatic screen locking enabled;
- use supported operating systems;
- receive regular security updates;
- have antivirus software and firewall protection enabled.

Where available, device encryption will be enabled to protect information if a device is lost or stolen.

Software and updates

- Only legitimate, licensed software will be used for company business.
- Security updates will be installed as soon as reasonably practical.
- Unsupported software or operating systems will not be used.

Information Security

LG Progress Ltd will:

- collect only the information necessary to deliver its services;
- store information securely using reputable cloud services where appropriate;
- restrict access to information to those who need it;
- securely delete information that is no longer required, taking account of legal and contractual retention requirements.

Email and Phishing

Users should remain alert to phishing emails and other cyber threats. Unexpected attachments, suspicious links or unusual requests for information or payment should be verified before any action is taken.

Data Storage and Backup

Business documents are stored within cloud services that provide resilience against accidental loss. Important business information should be capable of being recovered in the event of equipment failure or accidental deletion.

Incident Reporting

Any suspected cyber security incident must be reported to the Managing Director (liz@lgprogress.co.uk) immediately.

Examples include:

- loss or theft of a device;
- suspected phishing attacks;
- malware infections;
- unauthorised access to systems;
- accidental disclosure of confidential or personal information.

Appropriate action will be taken to contain the incident, assess its impact and, where required, notify affected clients or regulatory authorities.

Implementation

To support this policy, LG Progress will:

- Keep cyber security arrangements under regular review.
- Ensure software, operating systems and security tools are kept up to date.
- Consider cyber security risks when introducing new systems or services.
- Associates delivering work on behalf of LG Progress are expected to comply with this policy and the requirements of the Associate Agreement..

Responsibility

Liz Green, Managing Director, is responsible for upholding, implementing and reviewing this policy.

Everyone working for or on behalf of LG Progress Ltd is expected to follow this policy, report suspected cyber security incidents promptly and help protect company information and systems.

Any suspected cyber security incident or concern should be reported to liz@lgprogress.co.uk.

Monitoring and Review

- Cyber security arrangements will be reviewed regularly to reflect changes in technology, threats and business activities.
- Lessons learned from incidents or near misses will be used to improve security practices.
- This policy will be reviewed annually and updated where necessary.
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Date of Last Review: 3rd August 2026

Signed:



Liz Green
Managing Director
LG Progress Ltd

Company registration number: 15005281

Information Commissioners office registration number: ZB706311