
Information Security Management System (ISMS) Policy

Issue: 2
Date Implemented: July 2021

Prepared by:

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Accepted by:

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Change/Review Notes:

Date of Issue/Review	Issue	Revision No	Details of Revision
15/07/2020	1	3	Amended
28/07/2021	2		Formatting prepared and accepted as the amended version
April 2022	2		Reviewed - No changes
April 2023	2		Reviewed – no changes

We have chosen to adopt the principles defined in ISO27001 (current version) Information Security Management Systems (ISMS) to demonstrate our commitment to maintaining data and information security.

The nature of our business necessitates the transfer, use and storage of confidential information about individuals (client, suppliers and other interested parties).

We strictly consider our obligation towards the legal, regulatory and contractual information security requirements at all times. We have construed our objectives to ensure that the information which we use is assessed, communicated, stored and used in such a way as to prevent its accidental use, loss, theft or corruption by any parties.

The objectives of our ISMS are to;

- Maximise ML Doctors information confidentiality
 - Reduce Security Events and Weaknesses; Our aim is **ZERO** security incidents per calendar year. However, when an event or incident occurs, we report, investigate, and learn.
 - Log all security events, prevent them from turning into an incident; when an event is logged (where a potential information breach is discovered but information confidentiality, availability and integrity have not been altered), we investigate and implement corrective and preventative actions.
- Increase operational availability
 - The availability of our IT systems is crucial to our success. We strive for 100% system uptime. We do this by recording incidents and continually improving our IT systems.
- Improve commercial contracts
 - Win more significant contacts with suppliers by demonstrating our commitment to information security.

These objectives are measured and reviewed during our Management Review Meetings. ML Doctors regularly analyses and measures the risks associated with its operations, processes, and the potential impact on its clients and suppliers to achieve its objectives. We have implemented methods, safeguards, and procedures to mitigate those risks. These methods and systems are defined in our ISMS Manual, and all staff have been duly trained to understand and utilise information security measures as part of their day-to-day activities.

Any incident which may compromise the ISMS will be fully recorded on our Non-conformance (NC) Log, and subsequent corrective actions will be taken to prevent further repetition. If necessary, these will be notified to the appropriate regulatory body should this be deemed necessary. Non-conformance data will be discussed during the management meetings, and any additional requirements (such as training or briefings) will be agreed upon and actioned.



Our ISMS arrangements will be regularly tested and measured by way of internal and external audits. The Directors will review the results of ISMS audits to strive to continually improve our security arrangements and make available appropriate resources to ensure this is a continual process.

Belinda Bishop

Managing Director
ML Doctors Limited

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