Security Guidelines for Mobile Device Usage for Sun Life Malaysia Advisor

It is important to protect your devices against cybercrime or theft.

This document outlines the usage and protection of Sun Life Malaysia mobile devices and storage systems for Sun Life Malaysia Advisors, including:

- "Portable computers" i.e., laptops

- "Mobile devices" such as smartphones and tablets

- "Portable media" used for digital storage such as USB Flash Drive/CDs/DVDs, etc.

Portable computers and mobile devices provide convenience and mobility, enabling Sun Life Malaysia Advisors to work from any location. These devices are, however, a target for theft and may be misplaced or lost by the owner.

If you suspect Sun Life Malaysia data has been breached you are required to report the case to local service desk immediately via telephone, email or face-to-face. Please refer to contact details in Appendix (A).

For any enquiries, please contact your local service desk.

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You Should:

1.1. While at your workplace, keep your portable computer, mobile devices, and portable media in an access-controlled area. Always use a cable lock or U-clamp to secure your laptop to a fixed object such as a desk when you leave it unattended. In public places, keep your portable computer, mobile devices, and portable media under your direct control and never leave them unattended.

1.2 To collect, use and retain personal data for a legitimate reason you should render your best effort in protecting personal data as required by the law and Sun Life Malaysia requirements.

1.3. When you leave your workplace for an extended period, either take your portable computer, mobile devices, and portable media with you, or lock them in an enclosed drawer or cabinet. Do not rely on a cable lock to secure your laptop for extended periods of time (e.g., overnight).

1.4. If using a shared cabinet to lock up your portable computer, mobile devices, and portable media, consider the availability of spare keys and manage these appropriately.

1.5. Be aware of your surroundings and take precautions to prevent SUN LIFE MALAYSIA INTERNAL USE ONLY, CONFIDENTIAL & CONFIDENTIAL RESTRICTED INFORMATION displayed on your screen from being viewed by unauthorized persons. For example, use a privacy screen filter to keep your private data safe from visual hacking.

1.6. Use a strong password pattern to protect your devices and the Sun Life SunSMART system. Please refer to Appendix (B).

1.7. Always use the built-in password lock feature to lock your mobile devices when on and not in use.

1.8. Always upgrade your mobile device with the latest o/s and security updates, and setup anti-virus protection.

1.9. Logout of the system when you are not using it.

1.10. When travelling by plane, train, bus, etc., take your portable computer, mobile devices, and portable media on board with you as carry-on luggage, rather than checking them in and/or letting them out of your direct control.

Check in laptop cable locks to prevent confiscation by airport security.

1.11. Delete all Sun Life Malaysia digital programs or apps in all portable media or devices that are no longer needed to access Sun Life Malaysia systems.

1.12. Only use a recommended device to access Sun Life Malaysia system for enjoying the best view. Please check the Appendix (C) and review the minimal device requirement.

・ Store them out of plain sight and lock the vehicle and make sure all openings are closed.

・ Do not leave spare keys in the vehicle (an experienced thief knows all the hiding places).

・ Exercise due care with respect to environmental issues such as heat or cold.

You should never:

Note: For any regulatory and legislation breach, the offender will be subject to potential legal liabilities under relevant local regulations and legislation issued by local authorities and internal disciplinary actions, if needed.

2.1. Jail-break your mobile device if you use that device for accessing Sun Life Malaysia digital programs or websites, as it may create a security hole for hackers to reach SUN LIFE MALAYSIA INTERNAL USE ONLY, CONFIDENTIAL & CONFIDENTIAL RESTRICTED INFORMATION.

2.2. Store your ACCESS MECHANISMS and/or ACCESS CREDENTIALS along with your portable computer, mobile devices, or portable media, for example in your laptop bag or device carrying case.

2.3. Store your IDs or passwords/PINs in the same place as your mobile devices.

2.4. Share or tell other people about your passwords/PINs.

2.5 Use personal portable media such as USB Flash Drive, personal cloud storage to store SUN LIFE MALAYSIA INTERNAL USE ONLY, CONFIDENTIAL & CONFIDENTIAL RESTRICTED INFORMATION.

2.6. Store your portable computer, mobile devices or portable media anywhere unattended in your vehicle for extended period of time (e.g. overnight). If you need to leave them in your vehicle for short periods of time, be sure to take the following minimum precautions:

Appendix:

A) Contact details in case you need assistance or escalate the incident	Local service desk support hotline: 03-2600 1155 weekday (Mon – Sat) 8am-8pm Local service desk support email: servicedesk@Sunlifemalaysia.com
B) Strong Password	SunSMART – minimal 8 characters with Alphanumeric & symbols & CAPITAL characters
C) Minimal device requirements	Offline SunSMART :- - iPad Air or latest with iOS 11.2 or above Online SunSMART:- - Browser - Chrome v64 or above or - I.E. v9 or above. - latest Safari with iOS 11.2 or above - Firefox version 52 or above