

New Mauritius Hotels Ltd Information, Information Technology and Information Security Governance Policy

Digital information

Introduction

We rely heavily on Information and Communication Technology (ICT) to conduct our business, for back office processes, email communications, as well as to ensure guests' satisfaction, in an environment increasingly requesting connectivity that helps in building the goodwill of the company. As such, we are subject to ICT risks such as Cyber Attack, Viruses and Malwares, Hardware and Software failures and Internet access disruption. We are constantly on alert in order to mitigate those risks. Policies and procedures are in place to provide the security framework.

Business Continuity

The nature of our operation being 24/7/365, business continuity is critical. We have service level agreements with service providers, who are chosen based on the quality of products as well as their ability to provide support within acceptable delays and set recovery time objectives.

Our Web sites are hosted by a well-reputed international hosting company, and it is maintained by an internal team of developers.

We use industry standard security devices and software to mitigate cyber risks. In addition, we promote awareness of our users to the inherent risks associated with digital information. User access rights are regularly reviewed.

Our infrastructure consists of a data centre, running all our on-premise applications, and a Disaster Recovery (DR) site, where the most critical applications are replicated online and where backups are stored. Both our data centre and DR site are equipped with redundant Uninterruptible Power Supplies (UPS) and redundant power generators.

Communication

For higher security control and business continuity, all Internet connections are centrally managed at our headquarters. All our communication lines are fully redundant, using different technologies, as well as through the use of two different suppliers. This applies to our Internet connections, as well as connections between our sites. All communication lines are secured using industry standard firewalls.

Business alignment

In the constantly evolving technological environment, we do our utmost to keep pace with new technologies by evaluating their relevance in our industry and alignment with the business strategy.

We are on the lookout for new technologies for running our business and also to improve our guests' satisfaction with guest facing technologies.

Data protection

We collect, handle and store sensitive data in the course of our business. We do our utmost to protect this information and are fully compliant with our local data protection act. A Beachcomber Privacy Policy has been established and communicated. Awareness programs with regard to data privacy are being put in place.