

IFP Third Party Risk Assessment

Provider Name: Gen Life
Assessment completed by: Clio Bratina
Date completed: 01/08/2024

QUESTION		RESPONSE
1	What security standards do you adhere to?	As an APRA regulated entity we are required to comply with Prudential Standard CPS234 Information Security. We also hold a certification for ISO27001:2022 the international Information Security Management System standard.
2	Have you reached at least maturity level one for all of the Essential Eight cyber security strategies?	Genlife maintains maturity level one or more for 7 of the 8 of the essential eight cyber security strategies. We are currently running a remediation program to improve our management process of excel macros.
3	Back-ups - Do you do them, encrypt them, how frequently, how often do you test these back-ups, and when was your last test?	Encrypted backups of customer production systems are taken on a daily basis. These are tested for data integrity as part of the backup. An annual disaster recovery exercise tests system recovery. Our last test was 19 July 2024.
4	Do you enforce MFA for all team members when logging onto your systems that contain our data?	Yes. MFA is enforced on our network and applications holding account data.
5	How is our data retained?	Account holder data is maintained and disposed of according to our data disposal policy and our business record keeping obligations. Product holder information is retained until 7 years after a product account has been closed. This includes any previous relationship that a client may have had with a financial adviser.
	For how long?	7 years
	When is it deleted?	
	What happens after we finish our working relationship?	

QUESTION		RESPONSE
	How will we access our data after our working relationship?	
6	How will we know if you have suffered a cyber breach?	Any cyber breach will be assessed for impact and the appropriate stakeholders effected will be notified.
	Will you notify us?	Yes
	Will you notify our clients?	Yes
7	Do you have cyber insurance?	Generation Life holds cyber insurance.
	Does your insurance cover third parties like us if you have a cyber incident?	There is no explicit liability cover for third parties.
8	Do you have a specific cyber incident response hotline or contact information if we need to report something to you?	Any cyber incident related issues are dealt with via our existing investor and adviser service channels and will be escalated to the appropriate team.