

Information Security @ PAYBACK

Overview

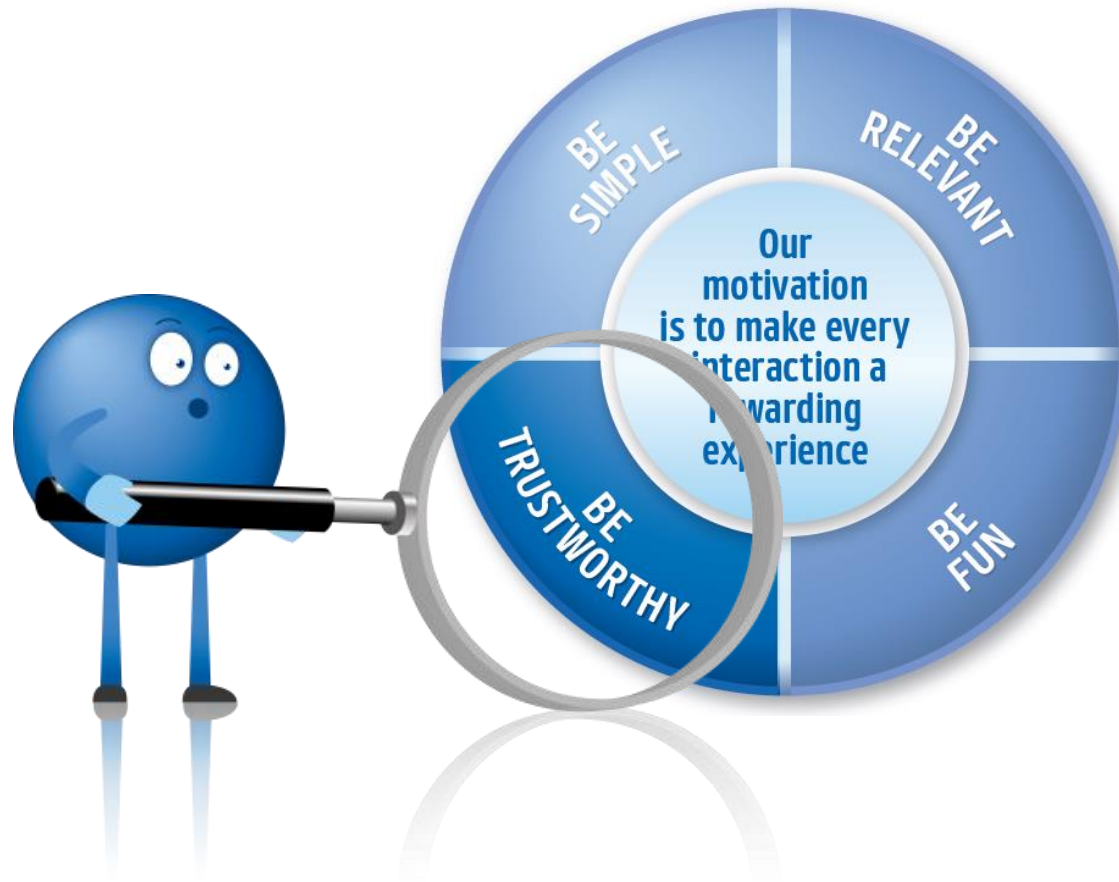
- ① Why is Information Security so important for Loyalty Partner / PAYBACK?
- ② What contribution can I make?
- ③ Who can I contact for further information?

1

Why is Information Security so important for Loyalty Partner / PAYBACK?

Why is Information Security so important for Loyalty Partner / PAYBACK?

Our principles require security



Why is Information Security so important for Loyalty Partner / PAYBACK?

It is our promise to customers

“ PAYBACK does not pass on data within its partner network without the consumer's explicit authorization

”



Security is our concern!

- Security is "Value Proposition" to our customers and partners
 - Customer data and customer trust are our greatest assets
 - PAYBACK is the most popular and largest Loyalty Program in the public eye
- Security incidents can cause high brand damage

② What contribution can I make?

Act by the "Need to Know" Principle

- You will only get access to information you really need
- Also provide others only with the information they really need
- If in doubt, please double check

NOT IN EVERY CASE
A GOOD IDEA!

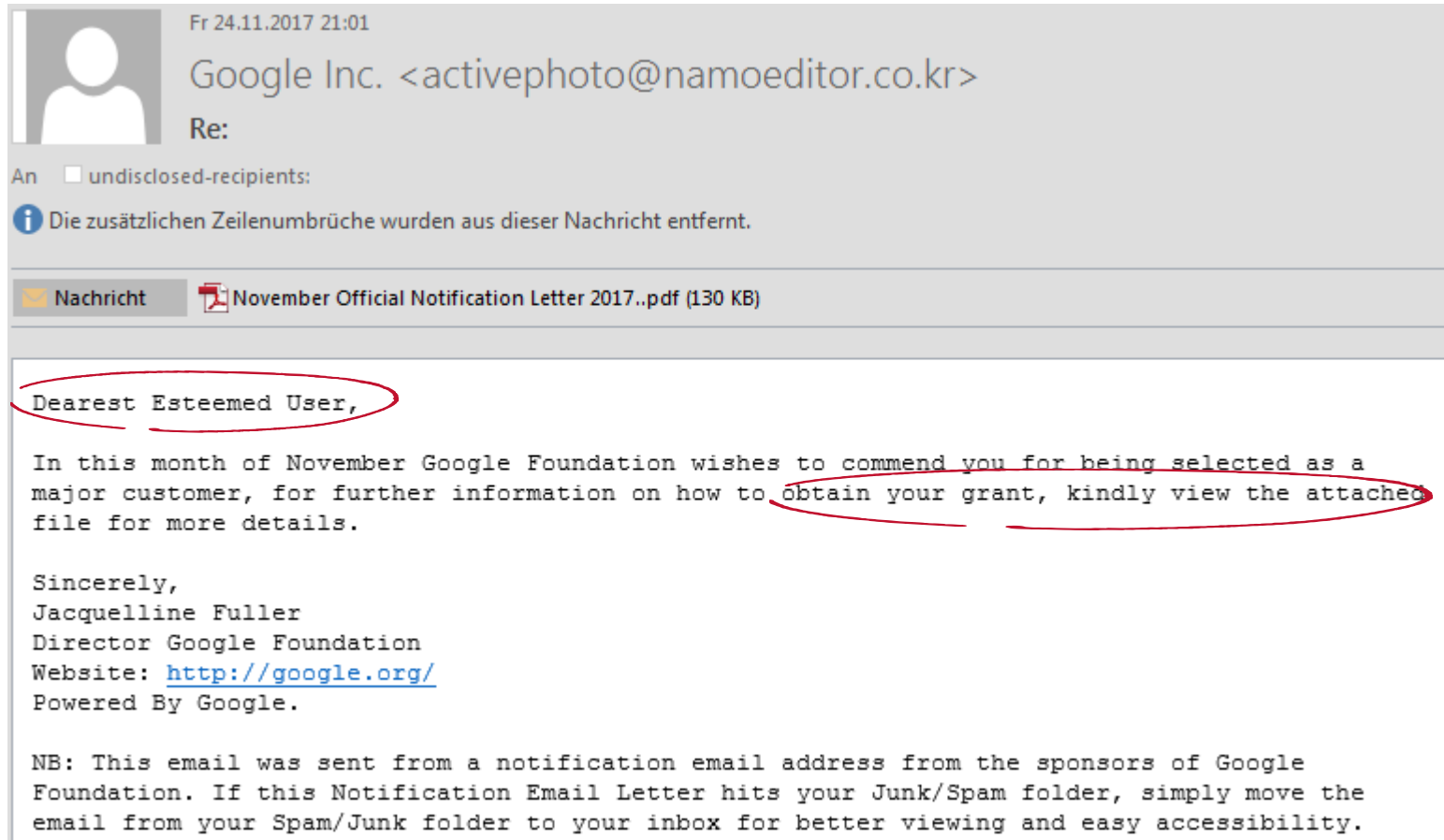


Be mindful on the internet

- Keep away from shady-suspicious content
- Beware of phishing emails
- Report SPAM and phishing emails

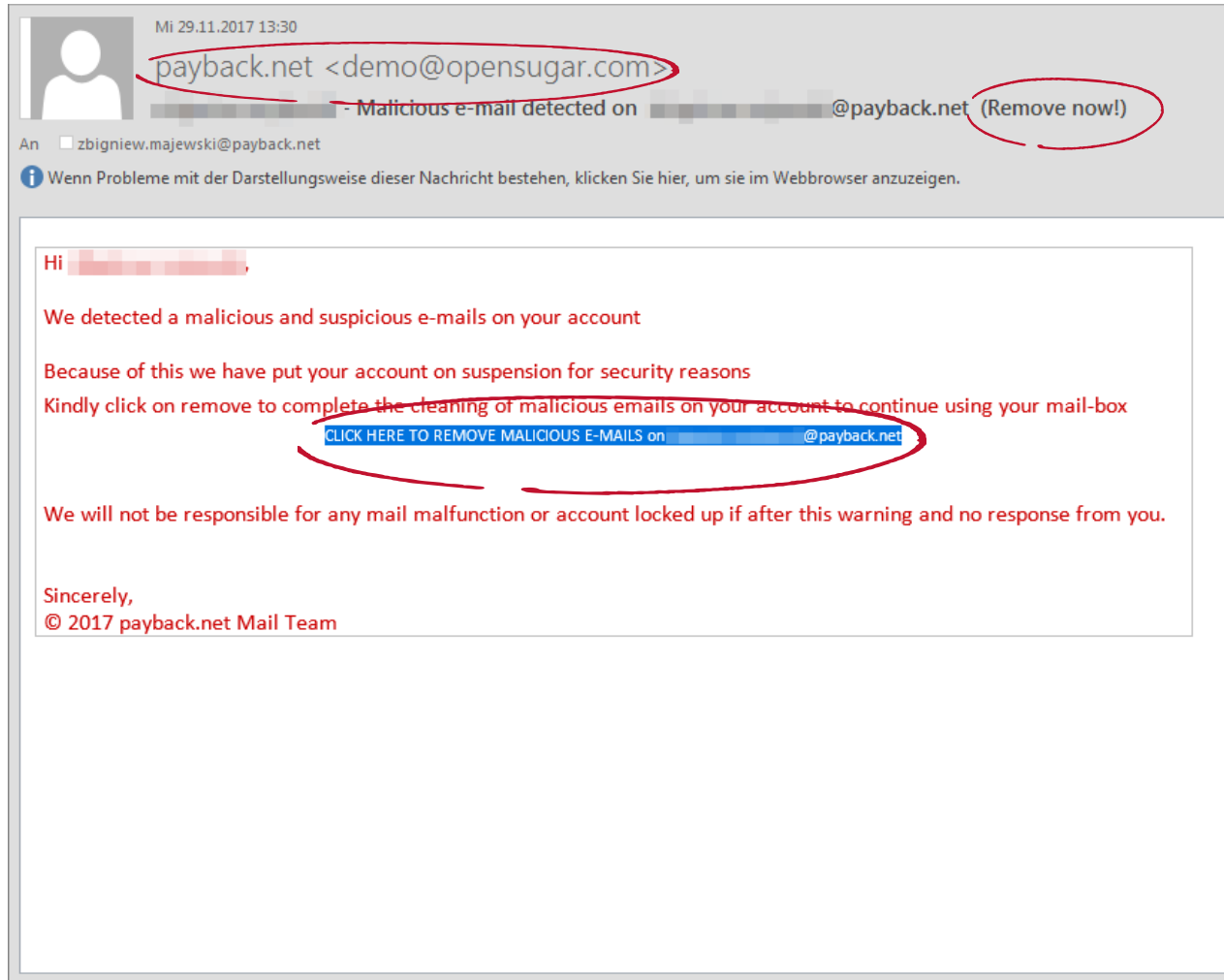


Recognizing Phishing E-Mails



- The salutation is often impersonal
- You are urged to do something urgently
- Rewards are promised
- The news is sometimes written in bad German

Recognizing Phishing E-Mails



- Actual sender address has nothing to do with the displayed name
- Pretends high urgency
- Requests you to click link / download software / transfer money
- Link points to an unknown external site (https://coursetender.com/.t ect/none/index.php?e[.])

Use Secure Passwords

- Use different passwords for your private accounts and work accounts
- Use different passwords for different platforms
- Use **KeePass Password Manager** (available via Self-Service)

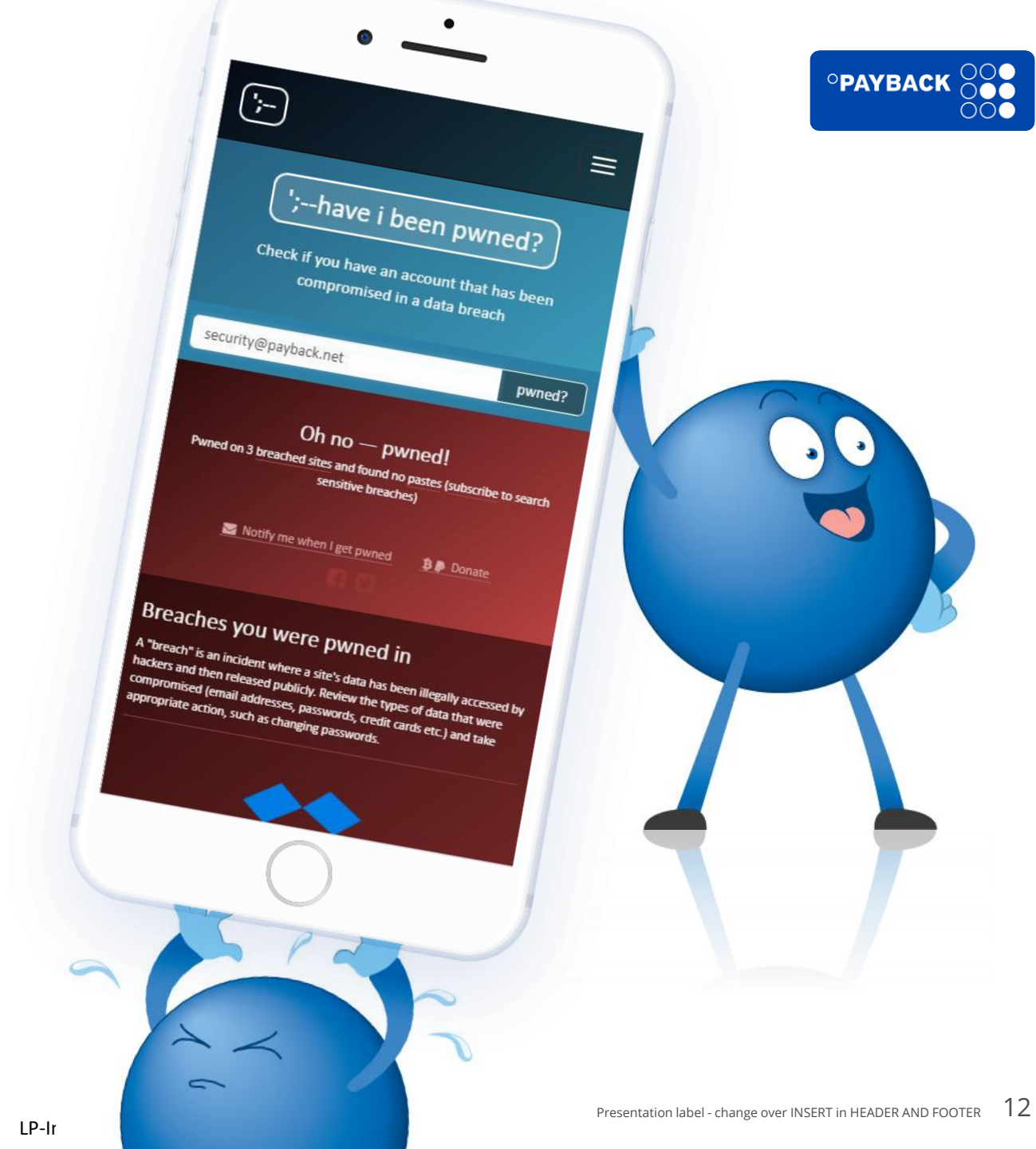


Use Secure Passwords

Why use different passwords for different accounts?

- Websites get hacked a lot
- User data from hacks are sold (including passwords)
- Criminals will abuse passwords found in these hacks on other portals

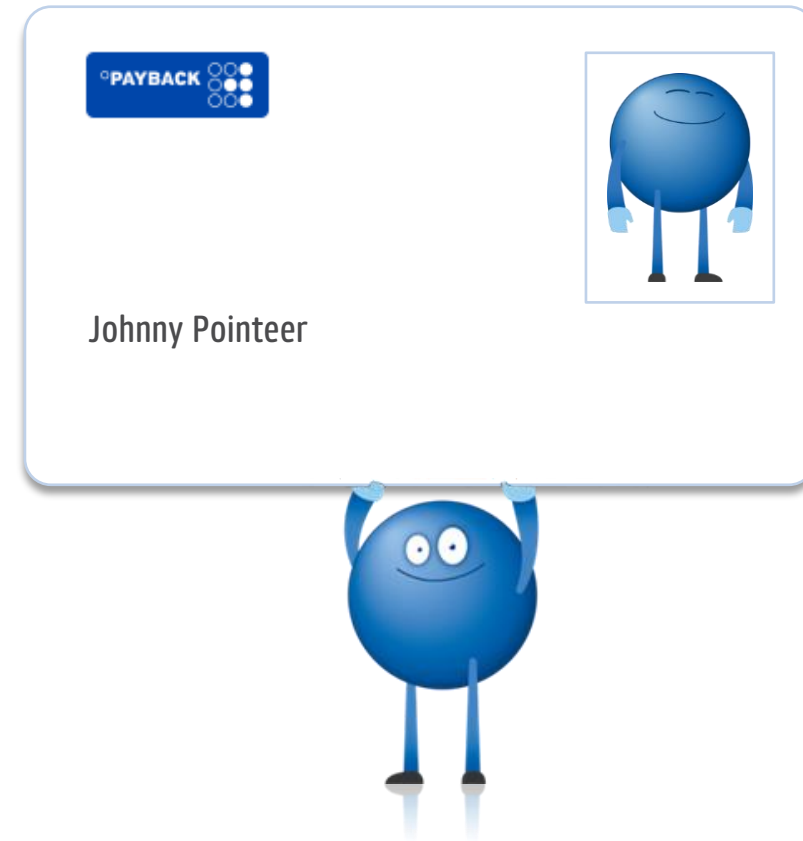
<https://haveibeenpwned.com/>



Tailgating - Badge required



- Wear your badge
- Don't let unknown people into our office
- If in doubt, ask for their badge and point them to the reception



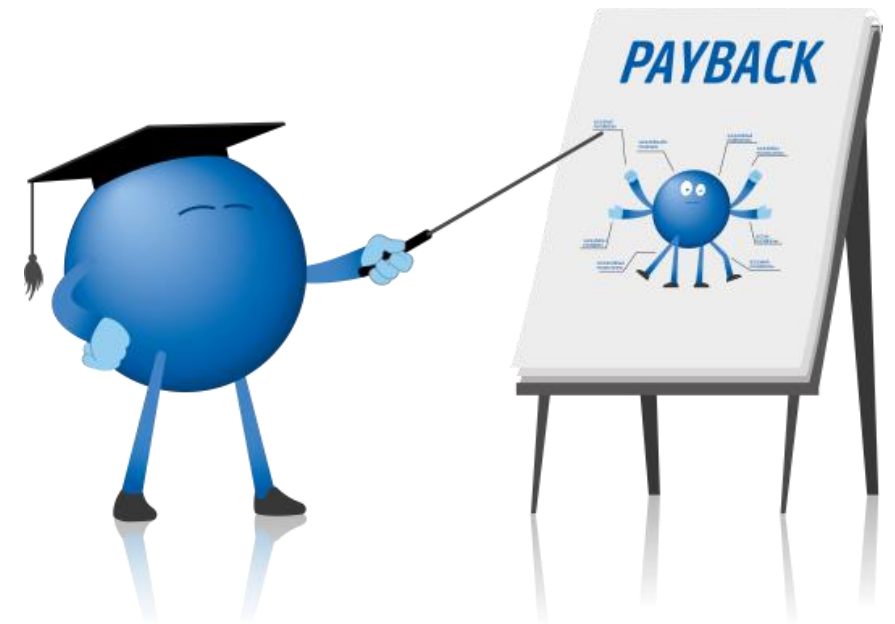
Badge PIN

- Everyone please take out your badge
- Look at the back of the card
- Is there a post-it with your PIN on the back?
 - No → Great!
 - Yes → Please removed it now!



Follow the Clean Desk Policy

- Store printed information in your cabinet, not a pile on your desk
- Clear the Whiteboards when you leave meeting rooms
- Lock your screen when you leave your desk



Use Secure Waste Disposal

- Use the disposal containers when you throw away printed information
- containers are sited near the printers



Report Security Incidents

- Report any abnormality immediately to the User Help Desk (helpdesk@loyaltypartner.com)
- E.g. lost devices, lost badge, computer doing strange things




HELP US TO AVOID THIS

Information Security Basics summarized

"Need to Know" principle

Everyone gets only the information and rights that are really needed.

Mindfulness in the internet

Be careful when clicking on e-mail links. Phishing risk! Query the identity and purpose of a call.

Secure Passwords

Use secure passwords.

Use different passwords for private and work related usage.

Badge required!

Pay attention to who comes to the office with you.

Ask in doubt for the ID card.

Always carry your ID card visibly.

Clean Desk Policy

Do not leave any important information around.

Make whiteboards clean again after use.

Secure Waste Disposal

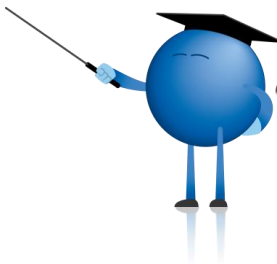
Do not throw confidential documents into the garbage.

Use the designated containers.

Reporting of security incidents

Report any abnormality to the User Help Desk.

Dear once too often as once too little report.



3 Who can I contact for further information?

Where can I get information?

AXP InfoSec Central

- Fast Facts
- Articles
- Videos
- Policy
- Links
- Contacts

LP InfoSec

- Contacts
- Policies

The image shows two screenshots of internal security portals. The top screenshot is the 'AXP InfoSec Central' portal, branded as 'THE SQUARE'. It features a navigation bar with links like NEWS, OUR COMPANY, YOU AND AMEX, TOOLS, and PROGRAMS. The main content area is titled 'InfoSec Central' and describes it as a 'One-stop portal linking to information security related services, tools and resources.' It includes a sidebar with links to Fast Facts, Articles, Videos, Policy Resources, and more. The main content area has a section for the 'Information Security Awareness Program' with icons for a magnifying glass, envelope, padlock, laptop, and smartphone. Below this are sections for 'Social Engineering' and 'Data Protection'. The bottom screenshot is the 'LP InfoSec' portal, branded as 'LOYALTY PARTNER Toolbox'. It has a navigation bar with links like OFFICE IT, TRAININGS, FINANCE, LEGAL, PURCHASING, HR, HEALTH, FRIENDS, CORPORATE SOCIAL RESPONSIBILITY, SOS, and ANY OTHER STUFF. The main content area is titled 'Sicherheit bei LP' and provides information on how to report security incidents and contact the helpdesk.

AXP InfoSec Central

THE SQUARE

Find People or Pages

NEWS | OUR COMPANY | YOU AND AMEX | TOOLS | PROGRAMS

THE SQUARE | DEPARTMENTS | TECHNOLOGY | TOOLS AND SERVICES

InfoSec Central

GENERAL INTEREST • SECURITY/FRAUD

InfoSec Central
One-stop portal linking to information security related services, tools and resources.

Information Security Awareness Program

Social Engineering | Data Protection

LP InfoSec

LOYALTY PARTNER

News gibt's in BUBBLE, hier Mitarbeiter-App laden

Suche

Angemeldet als Bjoern Klement

OFFICE IT | TRAININGS | FINANCE • LEGAL • PURCHASING | HR | HEALTH | FRIENDS | CORPORATE SOCIAL RESPONSIBILITY | SOS | ANY OTHER STUFF

> Amex & Compliance
> Aufwandsfassung
> BrandPoint
> Commercial Systems & Solutions (CSS)
> Informationssicherheit
> IAM Requests & Zugriffsanforderungen
> License Management
> PAYBACK Datenschutz
> Project Pioneers
> Wikis

Sicherheit bei LP

Voraussetzung für eine erfolgreiche Geschäftstätigkeit von Loyalty Partner ist, dass nicht nur unsere eigenen Informationen, sondern auch die unserer Kunden verlässlich geschützt sind. Das Thema "Informationssicherheit" ist deshalb von entscheidender Bedeutung, um unser Know-how zu sichern, Vertrauen bei unseren Kunden und Partnern zu generieren und uns Vorteile im Wettbewerb zu verschaffen.

Du kannst uns unterstützen, indem Du Sicherheitsvorfälle wie verlorene oder gestohlene Hardware, Malware oder ähnliches umgehend an den Helpdesk (helpdesk@loyaltypartner.com) meldest. Der Helpdesk kann deine Anliegen jederzeit so schnell wie möglich bearbeiten.

Bei weniger dringenden Fragen steht euch das Security Management gern zur Verfügung. Bitte richtet Eure Anfragen

- für LP und PAYBACK an security@payback.net,
- für emnos an security@emnos.com
- für LPS an security@LPSolutions.com.

Who can I contact for further information?

Online

- LP Toolbox
- Wiki

E-Mail

- security@payback.net

Contact LPS: Andreas Keviczky



Björn Klement



Joni Elshani



Sebastian Gebhard



Matthias Trampler

Thank you!

PAYBACK GmbH

Björn Klement

Chief Information Security Officer

Theresienhöhe 12

D-80339 Munich

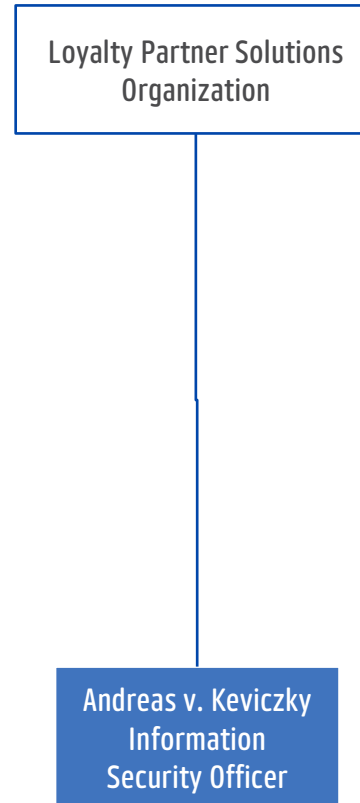
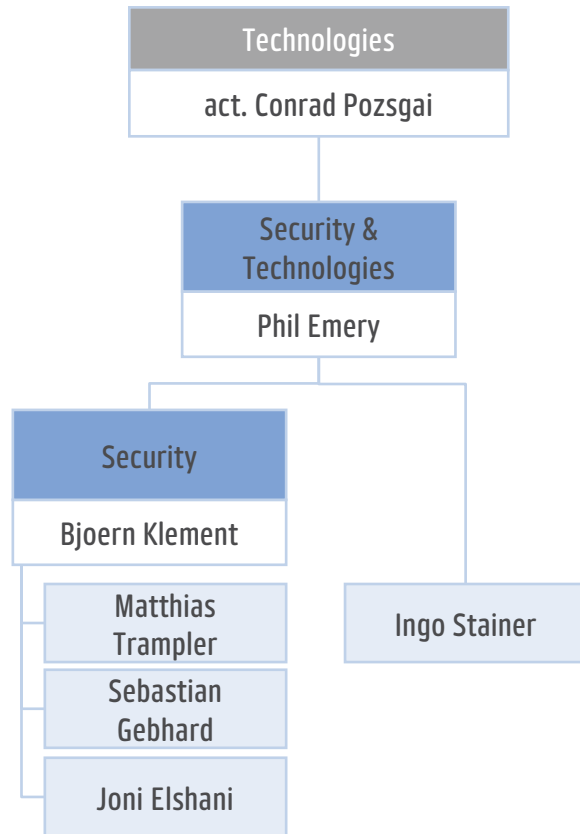
Tel. +49 (0) 89 997 41 – 113

bjoern.klement@PAYBACK.net

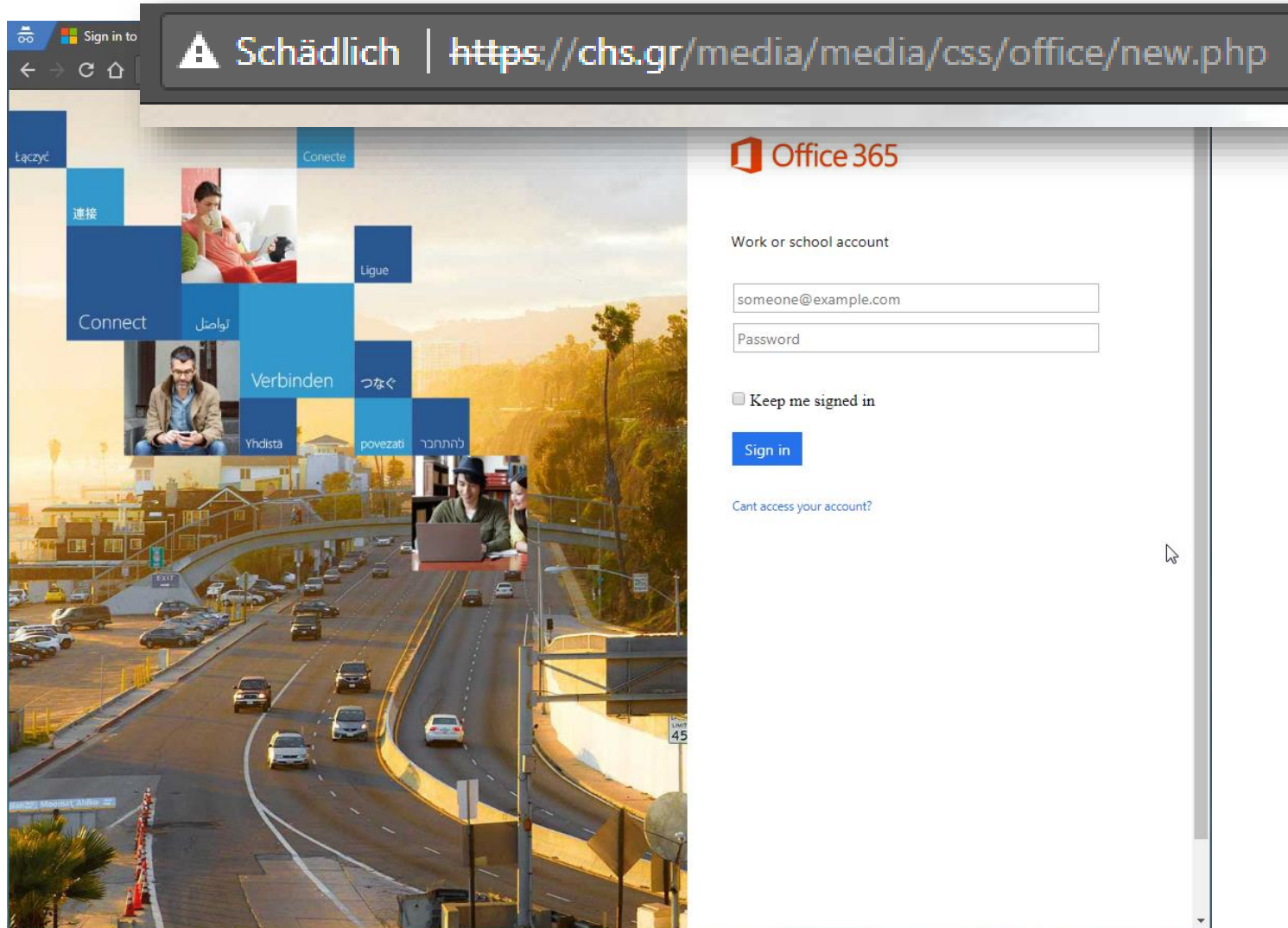
PAYBACK.net | PAYBACK.de



Who is Security & Technologies?



Phishing Site Example



- Site content looks exactly like the original website
- Pay close attention to the URL
- Pay close attention to certificate warnings by the browser
- Mind the browser warnings for malicious sites!



Lorem ipsum
dolore sit

Lorem ipsum
dolore sit

Highlight

Lorem
Ipsum

Lorem
Ipsum

Lorem
Ipsum

Lorem
Ipsum

Lorem
Ipsum



Icons, iPhones and colors

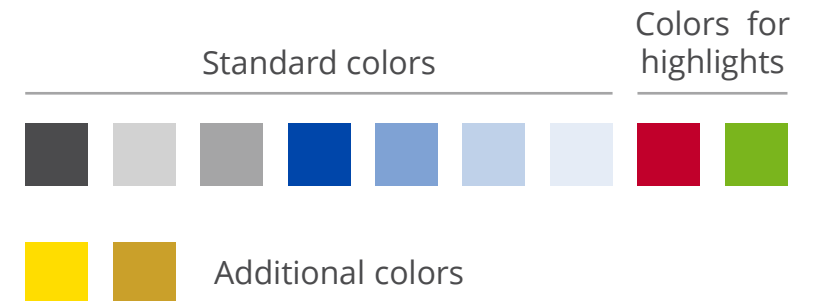
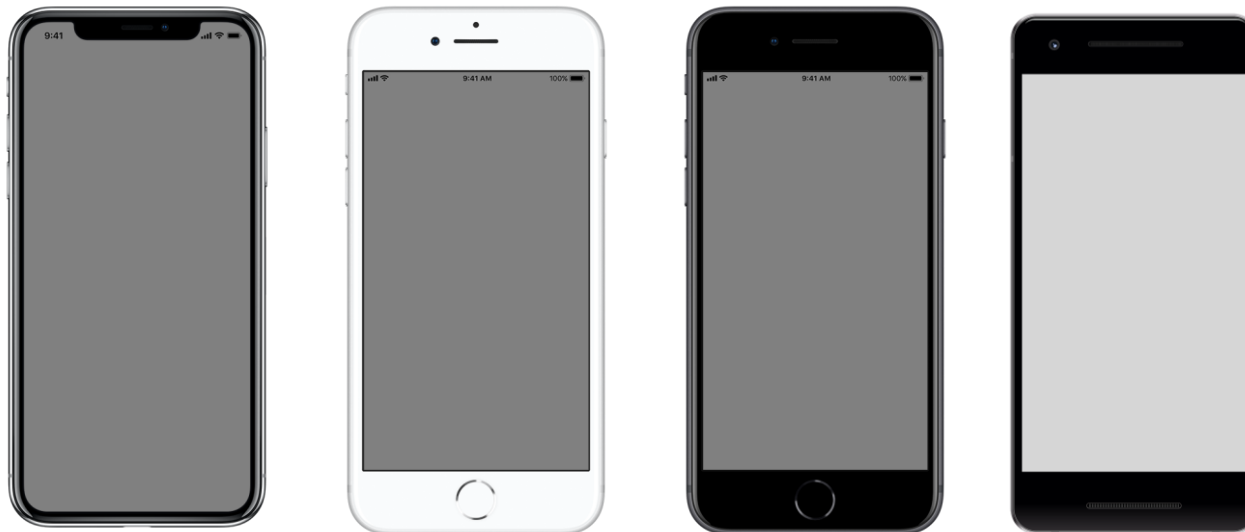


More icons and pictures you will find over the PAYBACK-Ribbon in symbols and pictures.

Eye catchers, Pointees
etc. you find there in
the Chart Library

You can easily put the frame of an Android
mobile device around your screenshots with
the Device Art Generator:

<https://developer.android.com/distribute/marketing-tools/device-art-generator.html>



Change the picture colors in blue over:
http://www.payback.net/ppt_images/