Canon and Information Security
Impact of regulations

Enterprises operate in an increasingly regulated business environment. Against a backdrop of high profile data breaches and exposes, governments around the world have come to appreciate the need to protect consumers and companies against poor management of sensitive information. This has resulted in a large number of laws governing information security, privacy and accountability, which may affect specific industries or businesses in general.

“92% of businesses experienced a data breach in the past 5 years; another 3% have come close.”

Facing the cyber risk challenge, LLOYD'S, 2016

“No locale, industry or organisation is bulletproof when it comes to compromising data.”


Facing the cyber risk

GDPR

The recently agreed General Data Protection Regulation (GDPR) enforceable by 2018 will ensure stricter requirements on businesses to act responsibly in the way they manage, use and share personal data. Although the GDPR is a European Union legislation, it will have significant implications for companies across the globe, as everybody who offers goods and services to citizens of the EU must comply with its rules. Complying with the GDPR is not just about confidentiality; it is also about good data governance and re-balancing the rights of the citizen with the new technological advancements.

Your customers increasingly care about the security of their information too:

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Verizon: 2016 Data Breach Investigations Report

Businesses increasingly need to pay attention to the following risks:

• Exposure from new sources of attacks
• Inappropriate use of internal data - accidental or intentional
• Poorly documented business processes
• Poorly managed data (i.e. absence of a master data management agenda)
• 3rd party devices and unregulated bring-your-own-device to work policies

“75% of consumers consider the privacy of personal data a priority.”

Earning Consumer Trust in Big Data: A European Perspective, The Boston Consulting Group and DLA PIPER

“Data security is very important to European consumers: 88% say it’s important when choosing a company; more important than product quality (86%) or customer service (82%).”

Symantec, State of Privacy 2015

Building trust and confidence with customers on the protection and security of their data is becoming a premise for business success in the digital economy.

The volume of data and the number of devices and end-points are growing rapidly.

Data is shared between individuals, organisations and governments, between suppliers and customers. New security threats emerge daily putting increasing pressure on businesses to stay ahead, but it’s no longer possible to keep out the bad people or to assume that data loss is an issue that originates on the outside of the firewall.

Companies often fail to see the potential impact that security risks might have on their business until an event occurs... by which time it’s too late.

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Investigations Report

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Building trust and confidence with customers on the protection and security of their data is becoming a premise for business success in the digital economy.
And we understand that...

Every business must determine what represents an acceptable level of risk.

There is no fool-proof ‘plug-and-play’ answer to ensuring data is secure and recognising this is the first step to an effective information security approach.

Information security user administration in a digital age should be formed around an ‘inclusive model’, where the needs and security risks of all potential communities of users – guest, customer, office worker etc. – are considered.

Managing the security of ‘end-points’ is crucial as any data that gets routed around an enterprise network, or is saved to storage, is a potential threat.

“What characterises our information security approach is our belief that customers should expect to enjoy the same high standards of information security risk governance that we adopt ourselves within our business.”

Quentyn Taylor, EMEA Information Security Director, Canon Europe, Middle East and Africa
Communicating information security information

Speaking business, knowing IT
In any customer organisation we know there will be several stakeholders that share an interest in the security of information but that the scope of their role will inevitably vary the level of detail they will require. For this reason, we tailor our communications to serve the needs of executives, IT, network and information security managers.

Key security topics
Our security information covers the following important topics:

- **Confidentiality**: Ensuring information in physical and digital format is not exposed or disclosed to unauthorised individuals or systems.
- **Integrity**: Keeping information true to the original version, by requiring prior authorisation to control changes or deletions and ensuring customers can evidence they have taken reasonable measures to validate a source of potential risk.
- **Availability**: Making information securely available where and when required, and in the right form.

Key information areas
The security information we provide is grouped into three subject areas:

- **Devices and networks**: How devices - and the networks they reside on - protect information.
- **Document security**: How we work with customers to protect the information held in documents as they travel through their life cycle from creation to destruction.
- **Enterprise information security**: What contribution Canon makes to the overall protection of information in the organisation.
We work in partnership with our customers to develop better ways to protect their information. A holistic approach to information security allows us to design innovative technologies, services and interventions that provide smarter information security solutions. Here are some examples:

**Key innovations to protect your business**

**Encryption of print and scan data**
This option encrypts print jobs in transit from the user PC to the multi-functional printer. By enabling the universal security feature set, scanned data in PDF format can also be encrypted.

**Anonymised print file names**
Canon Output Management software enables IT administrators to anonymise print files held in job queues to prevent inappropriate information being viewed.

**Prevention of inappropriate document sharing**
Our print and scan technologies can be configured to enable IT administrators to apply rules that prevent sensitive documents from being printed or copied.

**Secure sharing of network devices**
MyPrintAnywhere secure print release technology allows users to release their print job on any device connected to the output management server, while preventing unauthorised access to information. This allows flexibility to choose another device, e.g. if the desired device is busy printing a very large print job.

**Reliable user identification**
Our range of identity management solutions can manage user authentication beyond the firewall, such as guest permissions to access, allowing IT administrators to inherit user data from one or more existing directories, such as Active Directory.

**Centralised fleet management**
Our device management software enables device settings, security policies, passwords, certificates and firmware to be updated and pushed out to your fleet of Canon devices across the network—saving your IT team valuable time and helping to keep the security of your print infrastructure up to date.

**Adobe® ES integration**
With Adobe Life-Cycle Rights Management ES integration users can secure PDF files and apply persistent and dynamic policies to maintain confidentiality, control their use and manage availability. The Canon imageRUNNER ADVANCE series can be configured for Adobe® ES integration.

**Comprehensive document audits**
Our office document services architecture can be enhanced with to-order options to capture a complete record (i.e. scan plus job meta-data) of all documents processed through Canon imageRUNNER ADVANCE devices.

**Data Loss Prevention integration**
Canon enables your data loss prevention strategy to extend to your print network as well as providing critical logging of all print, copy and scan data.

**Security testing**
Canon has an unrivalled reputation for employing one of the most rigorous security testing regimes in the office equipment industry. Technologies adopted into our product portfolio undergo the same high standards of testing we expect for our own business.
Accessing security information

The subject of information security used to be an adjunct to IT hardware and software purchasing decisions but today it’s a cornerstone of what we do at Canon. There are many ways that you can engage with Canon to help you meet your information security requirements and aspirations and fine-tune your security approach.

How we support you

**Community**
An active information security customer community supported by our centralised team, offering:
- Access to up-to-date security information on technical products
- Online and face-to-face events, where you can meet industry peers, with common business challenges, to help you determine the right level of security governance
- Regular alerts and pertinent articles to consider as part of your security policy.

**Webinars**
Regular technical briefings for information security professionals describing emerging threats.

**Commercial and technical documentation**
Access to the latest information security documentation relating to Canon’s products and services, including our popular device configuration guide, articles and white papers.

Benefits of working with Canon

Our holistic approach to business document services includes, as a cornerstone, information security provisioning and a commitment to privacy.

We own our hardware and software technologies, which enables us to install common security policies and standards across our portfolio.

We maintain strong partnerships with Adobe®, Apple®, Citrix®, Microsoft® and other leading IT suppliers that influence de-facto enterprise computing standards.

Our expertise in the design, deployment and operation of office solutions includes:
- Hardware and software
- Systems architecture
- Enterprise integration
- Service design and delivery
- A dedicated centralised information security team responsible for both our own security policies and the information and guidance we offer to customers

We are a technology innovator - creating smarter approaches to enterprise information security.
Why Canon?

Our people and processes
- 17,000 Canon people in EMEA across 116 countries
- Dedicated team of experts in print and document distribution related challenges
- Canon is certified to ISO 27001
- Service Management processes aligned to ITIL®, PRINCE2®, etc.

Our philosophy and expertise
- Kyosei Corporate Philosophy “Living and working together for the common good”
- Over 75 years’ experience developing ‘best-in-class’ technology
- Sustainability Commitment ISO 14001 certificate, ‘Green Procurement’ programme, WWF support since 1998, Red Cross support since 2006, etc.

Our solutions and innovation
- Unrivalled imaging solutions portfolio in the industry
- Innovation commitment - more than 8% of sales invested by Canon in R&D worldwide annually