# Information security at Swiss Post

Simply a good feeling

# Foreword

**Marcel Zumbühl**
CISO, Swiss Post

Dear Customer

Information security is far more than a technology issue. That's because the best technology doesn't help if there is no trust in it. Swiss Post believes it is very important to give you this feeling of confidence and to advise and assist you with all your information security-related questions.

The security of your data is of central importance to us. This begins right from the time we develop a solution, long before you can use our products and services as a customer. And we of course ensure that your data is and remains secure during ongoing operations. For instance, we subject our products to regular testing and monitor operations in our data centers around the clock. This means we can identify attacks by hackers at an early stage and take countermeasures.

We also regularly scrutinize ourselves, in partnership with renowned external experts. By doing so, we can identify how and where we need to improve security for our customers. Standing still is not an option when it comes to security. Proof of the high quality of information security management that Swiss Post provides comes from leading independent certification bodies, who examine and evaluate our measures annually in accordance with international security standards.

All of these security measures are undertaken in the background simply as a matter of course. And they have just one goal, namely for our products and services to be able to contribute to your success through their seamless and reliable operations, and for you to feel completely safe and secure when using them.

Kind regards
Marcel Zumbühl, CISO, Swiss Post

# Information security at Swiss Post

This brochure contains various factsheets about the information security of our main products and services. The information published here is reviewed and updated on an ongoing basis. This is undertaken as part of a close partnership between Product Management, Security Officers, Communication and Swiss Post's Legal Service. If you have any further questions, please contact your customer advisor.

## Information security – the most common threats and countermeasures

Information is valuable. That's why we protect it from criminal attackers. Criminals attempt to exploit vulnerabilities to gain illegal benefits. Common attacks include theft of information, phishing and identity misuse, the destruction and manipulation of information and denial of service attacks against data centers.

## Theft of information

**Method:** Criminals hack into computer systems, steal information and sell it on the black market. Favoured targets for attackers include personal information, corporate data, credit card details and general information about financial processes. Criminals often use false identities to trick their way into gaining the victim's trust and to get access to what they need.

**Assessment:** This attack pattern is becoming increasingly widespread. It requires the appropriate technical expertise or professional tools. Moreover, the attacker needs to have access to a network of receivers in stolen goods in order to be able to sell the data.

**Countermeasures:** Systems in Swiss Post's data centers and in cloud environments used by Swiss Post are guarded by several layers of protection and are under permanent surveillance. Swiss Post continuously looks for vulnerabilities in order to repair them or mitigate them with additional measures.

## Phishing and identity theft

**Method:** Criminals trick their way into gaining the victim's trust by using fake e-mails, text messages or even phone calls and assume that individual's digital identity. They can also purchase victims' identities (e.g. account access) on the black market. Using the stolen identity, they attempt to order goods, manipulate services or immediately plunder bank accounts.

**Assessment:** Such practices are widespread and do not require major technical capabilities from the attacker. This type of attack normally comes in waves.

**Countermeasures:** Combating identity theft and phishing successfully requires great vigilance and a speedy response both from customers and from Swiss Post. Attacks can be identified and blocked based on strangely worded requests or transaction abnormalities.

## Data manipulation and information loss

**Method:** Criminals penetrate systems, create a copy of information and destroy the original or encrypt it in such a way that it is no longer accessible. Subsequently, they blackmail the victim by using the stolen information or the access tools to hold them to ransom.

**Appraisal:** Attacks are mostly launched in a targeted manner. They require in-depth technical knowledge and detailed knowledge about the victim.

**Countermeasures:** Swiss Post uses a range of protective measures to ward off these kinds of attacks. It also works closely with law enforcement authorities. This means that it can react decisively when an attack is attempted.

## Denial of service attacks against infrastructure

**Method:** Criminals launch targeted attacks against online services until these are overwhelmed and can no longer be accessed online. These are known as denial of service attacks. Subsequently, the perpetrators blackmail the victim and demand money to end the denial of service situation.

**Assessment:** Attacks occur sporadically, usually in the form of exploratory attempts to test the strength of the protective mechanisms. The attacks require in-depth technical knowledge and a robust infrastructure on the part of the attacker.

**Countermeasures:** Swiss Post works together with Internet providers to ensure that it has defence mechanisms that are reviewed regularly, in order to defend itself against denial of service attacks.

## Additional ways to protect yourself

The most important rules for greater security:
- Secure your data on independent media
- Use strong passwords and two-factor authentication wherever possible
- Make sure your software is always up to date (i.e. recent updates are installed)
- Protect your network and Internet connection
- Be cautious when dealing with dubious e-mails and requests
- Raise awareness amongst your staff

You can also find current information about information security on the official websites of specialized organizations. We can recommend the following to you:
- National Cyber Security Centre, or NCSC (previously known as MELANI) https://www.ncsc.admin.ch/ncsc/en/home.html
- Swiss Cyber Experts – www.swiss-cyber-experts.ch
- Digitalswitzerland – www.digitalswitzerland.com
- Secure electronic banking – www.ebas.ch

## Data protection

As a service provider to its customers, Swiss Post believes that managing personal data in a responsible, legally-compliant manner is very important. To this end, Swiss Post ensures that data is handled as responsibly as possible and in compliance with the applicable statutory data protection provisions and postal legislation. Swiss Post has a comprehensive data protection management system and verifies that all its services comply with data protection provisions.

## Certified security

For key issues, Swiss Post has for many years sought certification in accordance with internationally recognized standards. By doing so, it adheres to best practices and simplifies compliance processes for customers. The certification process includes the following standards:

**ISO 27001**
The international standard for the installation, implementation, maintenance and ongoing improvements for an information security management system (ISMS).

**ISO 22301**
The international standard for creating and operating an effective business continuity management system (BCMS).

**ISO 20000-1**
The internationally recognized standard for service management in informatics.

**TÜV Trusted Site Infrastructure TSI V3.2 Dual Site Level 3**
Both of Swiss Post's data centers are located in Switzerland, in different geographical locations. They provide a first-class hosting environment with several security layers. The certification refers to the physical infrastructure of a data center (location, building construction, security technology, energy supply and air conditioning technology) and the operator's organizational processes.

**ISAE 3402**
PostFinance and Swiss Post Informatics are assessed and certified in accordance with the International Standard on Assurance Engagements (ISAE) 3402 for control effectiveness of the internal control system.

**PCI DSS**
The Payment Card Industry Data Security Standard (PCI DSS) was developed by the PCI Security Standards Council to limit incidents of fraud in relation to credit card payments on the Internet.

**Legal information:**
The brochure and factsheets are purely for communicative purposes and are not legally binding. Our legal obligations regarding information security and data protection for the products and services you use are conclusively agreed in the contracts with you.

# My consignments
## Manage consignments with ease according to individual customer requirements

### Product description

Using “My consignments”, private customers with Swiss Post can manage the receipt of their consignments. Swiss Post automatically notifies customers in advance about incoming parcels and registered letters. Customers can view all their consignments in the Customer Center in the app or on the Swiss Post homepage under “My consignments”. Individually or by standing order: customers can manage their consignments however they want, even before delivery. For instance, they can pay customs duties in advance, redirect the consignment or set a second delivery time and place. Even for missed consignments, there are a number of options open to customers. “My consignments” provides a greater level of flexibility and transparency when receiving consignments.

### Availability

The “My consignments” service is available to customers 24/7. They can manage their consignments wherever and whenever they want. What’s more, because the app is monitored on a consistent basis, any disruptions are identified and resolved quickly.

### Confidentiality

Swiss Post protects personal data, consignment data and billing details against unauthorized access. The same is true for “My consignments”: in other words, the only Swiss Post employees who will have knowledge of the consignments are those that need this information for their jobs.

### Integrity

Customers can rely on the fact their data will only be modified at their request. Swiss Post provides a secure login on the website or in the app for any adjustments to delivery preferences.

### Traceability

It takes a long time for a consignment to reach its recipient and all changes to how the consignment is managed are recorded. By doing this, Swiss Post ensures that only authorized individuals can make such changes.

### Access/identification

Customers can view the status of a consignment using a consignment number without logging in via the Post-App and the swisspost.ch website. If they would like any additional details on the consignment, or if they wish to change something, they can log in with their name and password. Customers can create this Swiss Post login easily and securely using SwissID. In special cases – for example, changes to addresses – a confirmation code is sent to the customer’s registered e-mail address. This code is an additional security feature (known as two-factor authentication) and Swiss Post uses this to ensure that the change request is not attempted fraud.

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### How can customers protect themselves?

Personal details and any related information are especially sensitive. Logging in to Swiss Post’s secure services, such as swisspost.ch or the Post-App, already ensures a solid level of basic protection. Customers can increase this security with strong personal passwords. To ensure the utmost security, customers should not share this information with anyone. If customers believe something is not right with their data, Swiss Post can provide quick and straightforward help, either at swisspost.ch, in the app or at the nearest Swiss Post branch.

# Post-App

Swiss Post’s key information and services in a click. Anytime and anywhere.

## Product description

Swiss Post’s Post-App provides customers with access to its key services and information 24/7. Customers can access the Post-App via a personal login. The app includes the following services: My consignments (e.g. track and trace, collection note, pick@home, retain mail), location search, code scanner and Web-Stamp with video. The services are continually updated and tailored to customer needs.

## Availability

The Post-App is available from the Google and Apple app stores and can be used on Android and iOS devices. For customers, availability of the Post-App depends on mobile or fixed Internet access and on the performance of the mobile device used. The availability of the Post-App and the services it provides is generally high.

## Confidentiality

The Post-App, which is available via the official app stores, offers a high level of confidentiality, as it was developed in-house by Swiss Post. The connections and data exchange between the app and linked services are encrypted. Sensitive data, such as customer addresses and consignment data, is not stored locally in the app. To use the protected features in the Post-App, users must also log in by entering a username and password for additional security.

## Integrity

Data integrity is guaranteed thanks to encryption of the connections and data exchange between the app and linked services. The app also verifies data integrity via an additional security mechanism (certificate).

## Traceability

Activities carried out in linked Swiss Post services are logged in a traceable manner.

## Access/identification

To use the protected features in the Post-App, a Swiss Post user account with a username and password is required. The login details are transferred in encrypted format. The extended features in the Post-App are protected with SwissID login.

## How can customers protect themselves?

Customers should protect their mobile device by means of a PIN, facial recognition or fingerprint so that third parties cannot gain unprotected access to customer information (including in the Post-App) in the event of loss or theft.

The Post-App should be downloaded only from the official Android or Apple app stores.

We advise against unauthorized removal of usage restrictions on the device (known as jailbreaking). Manufacturers implement usage restrictions intentionally for security reasons. If they are removed, this may result in unauthorized access to the device, which could in turn lead to data theft or access to banking apps.

# Postshop

Shop securely at postshop.ch.
Get numerous offers at the click of a mouse.

## Product description

The Postshop postshop.ch is Swiss Post's online shop. It sells products that are related to Swiss Post's business and which make the everyday lives of customers easier, for instance, smartphones, gift cards, office equipment and stationery. Even the latest stamps from Swiss Post and suitable packaging material for sending parcels and letters can be ordered online with ease. Security when shopping is guaranteed thanks to the encryption of information and a certified payment platform.

## Availability

The Postshop offers excellent availability with 24/7 access and minimal downtime. Swiss Post carries out load tests on a regular basis and conducts active monitoring to check whether the defined target values are being met.

## Confidentiality

Swiss Post ensures that only authorized individuals are able to view or publish the data in the online shop. Swiss Post periodically analyses the protection requirements and the authorization concept of the online shop. It is very careful in how it handles data in the Postshop and it implements data protection requirements and laws.

## Integrity

Swiss Post reviews and optimizes its online shop on an ongoing basis. Before each major update, it has an independent body carry out security tests that are guided by international standards (OWASP Top 10). Additionally, the Postshop is represented in Swiss Post's bug bounty programme, where ethical hackers search for security gaps on behalf of Swiss Post. Swiss Post rectifies any vulnerabilities identified right away.

## Traceability

Monitoring prevents third parties from being able to change customer data in the Postshop unnoticed.

## Access/identification

Those wanting to make purchases from the Postshop can either log in with SwissID or order as a guest. However, only letter-registered customers can pay by invoice and redeem vouchers. Individual items such as gift cards and e-vouchers must always be paid for immediately. These measures make it more difficult for any attempts at fraud to succeed.

## How can customers protect themselves?

The key to ensuring security is being careful with the SwissID password and with Swiss Post/banking/credit card details. The password should be difficult to guess and used solely for SwissID. For increased security, customers should ideally log in to the Swiss Post portal directly. This is more secure than clicking on a link in an (unexpected) e-mail seeing as this may be a phishing attempt.

# Customs clearance of goods and consignments

Secure procedures when importing and exporting goods and consignments guarantee rapid processing, speedy delivery and secure handling of sensitive data.

## Product description

Almost all postal operators are associated with the Universal Postal Union (UPU) and comply with its requirements for delivery conditions and billing matters. This includes Swiss Post. In addition to standard postal services, requirements under customs and tax law must also be met. As part of this process, Swiss Post must produce or obtain the relevant documents to make a customs declaration. The value and amount of customs duty are determined based on the consignment details. This process is also being developed and increasingly digitalized.

## Availability

Customers can enter the details about the consignment that are required for the declaration (e.g. content, weight and value) at the counter or online (e.g. via their user account at swisspost.ch or via the Post-App). Thanks to the online options, customers are no longer restricted to specific locations or opening times and can complete the entries flexibly – whenever suits them best, including at home.

## Confidentiality

Swiss Post protects personal data, consignment data and billing details against unauthorized access. It processes customer data and also passes this data on to the customs authorities, as it is obliged to do. Secure data exchange between customers and Swiss Post is vital for track and trace and invoicing. This is ensured by customer logins, verified websites and encrypted connections with external partners.

## Integrity

Customers are entitled to have their data modified only by Swiss Post and only in justified cases – for example, when changes need to be made to names, addresses or contact details. Data is protected and secured at every stage of the processing.

## Traceability

A consignment goes on a long journey before reaching its recipient – especially when importing and exporting. The consignment is scanned in every processing step. For customs clearance in particular, the guaranteed traceability this creates is a key factor in ensuring that the consignment is transported properly and that the customs duties are calculated correctly.

## Access/identification

Swiss Post is constantly expanding its physical and digital contact points. In doing so, it must verify the identity of its customers. This is the only way for Swiss Post to ensure it can communicate with customers about important matters (such as the consignment) and to send them sensitive information that is intended only for them. Identification may be verified via a customer login at swisspost.ch or by presenting the relevant ID at a branch. Identification is the key to accessing our services and related data.

## How can customers protect themselves?

Fraudsters attempt to access third parties' credit card details via phishing. They often do so by requesting payment of an outstanding invoice. This may also happen with consignment data. Swiss Post advises taking great caution. If customers have not posted any consignments with Swiss Post or are not expecting an order, they should ignore these phishing e-mails. If a consignment has actually been posted or is expected, it is best to view the invoice in a Swiss Post user account. Alternatively, customers can contact their nearest Swiss Post branch. This way, they can be sure that the invoice has actually been sent by Swiss Post and is valid.

If anything unusual happens with letter or parcel consignments, our customers can seek advice at branches or via the Contact Center. If customers think they may have clicked on an e-mail too quickly, they should change their password immediately or use two-factor authentication.

# Delivery services
Convenient and secure

With its delivery services, Swiss Post offers a wide range of options for managing incoming mail with ease, whether you're a private customer or business customer.

## Product description

Creating and managing forwarding orders, changing addresses and reporting moves – these are just some of the many delivery services that Swiss Post offers its customers. They can be accessed online around the clock (from PCs, smartphones and tablets) using a Swiss Post Customer Login or at the counter during opening hours or via Customer Service.

## Personal identification

Swiss Post's delivery services are available to all customers. Business customers also need to present proof of their status, such as a commercial register excerpt or articles of association. Swiss Post only confirms that it has seen the identification documents. It does not keep the documents themselves and it does not store them.

## Fully-automated data flow

The data collected as part of these services is automatically passed on to a central application at Swiss Post. This ensures that all relevant services always have access to the latest data. The data remains in Swiss Post's possession at all times.

## Strictly regulated access

Only Swiss Post employees with specific user rights have access to the delivery services or the central application that stores the data required for the services. If a user is inactive for 90 days, his or her access will automatically be deleted.

## Protecting themselves

Customers can give themselves additional protection by selecting as strong a password as possible for their Swiss Post Customer Login and neither storing this in the browser, nor sharing it with others.

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