Visma
Verzuim

Statement of Applicability
ISO 27001:2013 Visma Verzuim B.V.

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Version	1.4
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VISMA

Visma Verzuim

Statement of Applicability

SoA details	
Company	Visma Verzuim B.V.
Date	
Last review	24-03-2021
Version	1.4
Norm	ISO 27001:2013
Purpose of this document	This document sets out which of the controls from the standard have been adopted and why any may have been excluded.
Management statement	The management of Visma Verzuim B.V. hereby declares that the measures stated in this SoA have been confirmed in relation to the assessments.
Scope of the SoA	Information security of customer information within development, hosting, maintenance, consultancy, sales and support for the Visma Verzuim B.V. Software as a Service products and information security of corporate information of Visma Verzuim B.V. itself in accordance with Statement of Applicability version 1.4 dated 24-3-2021.

Section	Control	Control description	Control applicable	Justification	Control status
A.5 Information security policies					
A.5.1 Management direction for information security	A.5.1.1 Policies for information security	A set of policies for information security shall be defined, approved by management, published and communicated to employees and relevant external parties.	Yes	Required to define and execute the ISMS	Control implemented
	A.5.1.2 Review of the policies for information security	The policies for information security shall be reviewed at planned intervals or if significant changes occur to ensure their continuing suitability, adequacy and effectiveness.	Yes	Required to maintain the ISMS	Control implemented
	Totals:		**2**		**2**
A.6 Organization of information security					
A.6.1 Internal organization	A.6.1.1 Information security roles and responsibilities	All information security responsibilities shall be defined and allocated.	Yes	Risk assessment	Control implemented
	A.6.1.2 Segregation of duties	Conflicting duties and areas of responsibility shall be segregated to reduce opportunities for unauthorized or unintentional modification or misuse of the organization's assets.	Yes	Risk assessment	Control implemented
	A.6.1.3 Contact with authorities	Appropriate contacts with relevant authorities shall be maintained.	Yes	Legal requirements	Control implemented
	A.6.1.4 Contact with special interest groups	Appropriate contacts with special interest groups or other specialist security forums and professional associations shall be maintained.	Yes	Risk assessment	Control implemented

Section	Control	Control description	Control applicable	Justification	Control status
	A.6.1.5 Information security in project management	Information security shall be addressed in project management, regardless of the type of the project.	Yes	Risk assessment	Control implemented
	A.6.2.1 Mobile device policy	A policy and supporting security measures shall be adopted to manage the risks introduced by using mobile devices.	Yes	Risk assessment	Control implemented
	A.6.2.2 Teleworking	A policy and supporting security measures shall be implemented to protect information accessed, processed or stored at teleworking sites.	Yes	Risk assessment	Control implemented
	Totals:		**7**		**7**
A.7 Human resource security					
A.7.1 Prior to employment	A.7.1.1 Screening	Background verification checks on all candidates for employment shall be carried out in accordance with relevant laws, regulations and ethics and shall be proportional to the business requirements, the classification of the information to be accessed and the perceived risks.	Yes	Risk assessment	Control implemented
	A.7.1.2 Terms and conditions of employment	The contractual agreements with employees and contractors shall state their and the organization's responsibilities for information security.	Yes	Risk assessment	Control implemented

Section	Control	Control description	Control applicable	Justification	Control status
A.7.2 During employment	A.7.2.1 Management responsibilities	Management shall require all employees and contractors to apply information security in accordance with the established policies and procedures of the organization.	Yes	Risk assessment	Control implemented
	A.7.2.2 Information security awareness, education and training	All employees of the organization and, where relevant, contractors shall receive appropriate awareness education and training and regular updates in organizational policies and procedures, as relevant for their job function.	Yes	Risk assessment	Control implemented
	A.7.2.3 Disciplinary process	There shall be a formal and communicated disciplinary process in place to take action against employees who have committed an information security breach.	Yes	Risk assessment	Control implemented
A.7.3 Termination and change of employment	A.7.3.1 Termination or change of employment responsibilities	Information security responsibilities and duties that remain valid after termination or change of employment shall be defined, communicated to the employee or contractor and enforced.	Yes	Risk assessment	Control implemented
	Totals:		**6**		**6**
A.8 Asset management					
A.8.1 Responsibility for assets	A.8.1.1 Inventory of assets	Assets associated with information and information processing facilities shall be identified and an inventory of these assets shall be drawn up and maintained.	Yes	Risk assessment	Control implemented
	A.8.1.2 Ownership of assets	Assets maintained in the inventory shall be owned.	Yes	Risk assessment	Control implemented

Section	Control	Control description	Control applicable	Justification	Control status
	A.8.1.3 Acceptable use of assets	Rules for the acceptable use of information and of assets associated with information and information processing facilities shall be identified, documented and implemented.	Yes	Risk assessment, contractual obligations	Control implemented
	A.8.1.4 Return of assets	All employees and external party users shall return all of the organizational assets in their possession upon termination of their employment, contract or agreement.	Yes	Risk assessment	Control implemented
A.8.2 Information classification	A.8.2.1 Classification of information	Information shall be classified in terms of legal requirements, value, criticality and sensitivity to unauthorised disclosure or modification.	Yes	Risk assessment	Control implemented
	A.8.2.2 Labelling of information	An appropriate set of procedures for information labelling shall be developed and implemented in accordance with the information classification scheme adopted by the organization.	Yes	Risk assessment	Control implemented
	A.8.2.3 Handling of assets	Procedures for handling assets shall be developed and implemented in accordance with the information classification scheme adopted by the organization.	Yes	Risk assessment	Control implemented
A.8.3 Media Handling	A.8.3.1 Management of removable media	Procedures shall be implemented for the management of removable media in accordance with the classification scheme adopted by the organization.	Yes	Risk assessment	Control implemented
	A.8.3.2 Disposal of media	Media shall be disposed of securely when no longer required, using formal procedures.	Yes	Risk assessment	Control implemented

Section	Control	Control description	Control applicable	Justification	Control status
	A.8.3.3 Physical media transfer	Media containing information shall be protected against unauthorized access, misuse or corruption during transportation.	Yes	Risk assessment	Control implemented
	Totals:		**10**		**10**
A.9 Access control					
A.9.1 Business requirements of access control	A.9.1.1 Access control policy	An access control policy shall be established, documented and reviewed based on business and information security requirements.	Yes	Risk assessment, contractual obligations	Control implemented
	A.9.1.2 Access to networks and network services	Users shall only be provided with access to the network and network services that they have been specifically authorized to use.	Yes	Risk assessment, contractual obligations	Control implemented
A.9.2 User access management	A.9.2.1 User registration and de-registration	A formal user registration and de-registration process shall be implemented to enable assignment of access rights.	Yes	Risk assessment	Control implemented
	A.9.2.2 User access provisioning	A formal user access provisioning process shall be implemented to assign or revoke access rights for all user types to all systems and services.	Yes	Risk assessment	Control implemented
	A.9.2.3 Management of privileged access rights	The allocation and use of privileged access rights shall be restricted and controlled.	Yes	Risk assessment, contractual obligations	Control implemented
	A.9.2.4 Management of secret authentication information of users	The allocation of secret authentication information shall be controlled through a formal management process.	Yes	Risk assessment	Control implemented

Section	Control	Control description	Control applicable	Justification	Control status
	A.9.2.5 Review of user access rights	Asset owners shall review users' access rights at regular intervals.	Yes	Risk assessment	Control implemented
	A.9.2.6 Removal or adjustment of access rights	The access rights of all employees and external party users to information and information processing facilities shall be removed upon termination of their employment, contract or agreement, or adjusted upon change.	Yes	Risk assessment	Control implemented
A.9.3 User responsibilities	A.9.3.1 Use of secret authentication information	Users shall be required to follow the organization's practices in the use of secret authentication information.	Yes	Risk assessment	Control implemented
A.9.4 System and application access control	A.9.4.1 Information access restriction	Access to information and application system functions shall be restricted in accordance with the access control policy.	Yes	Risk assessment	Control implemented
	A.9.4.2 Secure log-on procedures	Where required by the access control policy, access to systems and applications shall be controlled by a secure log-on procedure.	Yes	Risk assessment	Control implemented
	A.9.4.3 Password management system	Password management systems shall be interactive and shall ensure quality passwords.	Yes	Risk assessment, contractual obligations	Control implemented
	A.9.4.4 Use of privileged utility programs	The use of utility programs that might be capable of overriding system and application controls shall be restricted and tightly controlled.	Yes	Risk assessment	Control implemented
	A.9.4.5 Access control to program source code	Access to program source code shall be restricted.	Yes	Risk assessment	Control implemented
	Totals:		**14**		**14**

Section	Control	Control description	Control applicable	Justification	Control status
A.10 Cryptography					
A.10.1 Cryptographic controls	A.10.1.1 Policy on the use of cryptographic controls	A policy on the use of cryptographic controls for protection of information shall be developed and implemented.	Yes	Risk assessment / Contractual obligations	Control implemented
	A.10.1.2 Key management	A policy on the use, protection and lifetime of cryptographic keys shall be developed and implemented through their whole lifecycle.	Yes	Risk assessment / Contractual obligations	Control implemented
	Totals:		**2**		**2**
A.11 Physical and environmental security					
A.11.1 Secure areas	A.11.1.1 Physical security perimeter	Security perimeters shall be defined and used to protect areas that contain either sensitive or critical information and information processing facilities.	Yes	Risk assessment / Contractual obligations	Control implemented
	A.11.1.2 Physical entry controls	Secure areas shall be protected by appropriate entry controls to ensure that only authorized personnel are allowed access.	Yes	Risk assessment / Contractual obligations	Control implemented
	A.11.1.3 Securing offices, rooms and facilities	Physical security for offices, rooms and facilities shall be designed and applied.	Yes	Risk assessment / Contractual obligations	Control implemented
	A.11.1.4 Protecting against external and environmental threats	Physical protection against natural disasters, malicious attack or accidents shall be designed and applied.	Yes	Risk assessment / Contractual obligations	Control implemented
	A.11.1.5 Working in secure areas	Procedures for working in secure areas shall be designed and applied.	Yes	Risk assessment	Control implemented

Section	Control	Control description	Control applicable	Justification	Control status
	A.11.1.6 Delivery and loading areas	Access points such as delivery and loading areas and other points where unauthorized persons could enter the premises shall be controlled and, if possible, isolated from information processing facilities to avoid unauthorized access.	Yes	Risk assessment	Control implemented
A.11.2 Equipment	A.11.2.1 Equipment siting and protection	Equipment shall be sited and protected to reduce the risks from environmental threats and hazards, and opportunities for unauthorized access.	Yes	Risk assessment	Control implemented
	A.11.2.2 Supporting utilities	Equipment shall be protected from power failures and other disruptions caused by failures in supporting utilities.	Yes	Risk assessment	Control implemented
	A.11.2.3 Cabling security	Power and telecommunications cabling carrying data or supporting information services shall be protected from interception, interference or damage.	Yes	Risk assessment	Control implemented
	A.11.2.4 Equipment maintenance	Equipment shall be correctly maintained to ensure its continued availability and integrity.	Yes	Risk assessment	Control implemented
	A.11.2.5 Removal of assets	Equipment, information or software shall not be taken off-site without prior authorization.	Yes	Risk assessment	Control implemented
	A.11.2.6 Security of equipment and assets off-premises	Security shall be applied to off-site assets taking into account the different risks of working outside the organization's premises.	Yes	Risk assessment	Control implemented
	A.11.2.7 Secure disposal or reuse of equipment	All items of equipment containing storage media shall be verified to ensure that any sensitive data and licensed software has been	Yes	Risk assessment	Control implemented

		removed or securely overwritten prior to disposal or re-use.			
Section	**Control**	**Control description**	**Control applicable**	**Justification**	**Control status**
	A.11.2.8 Unattended user equipment	Users shall ensure that unattended equipment has appropriate protection.	Yes	Risk assessment	Control implemented
	A.11.2.9 Clear desk and clear screen policy	A clear desk policy for papers and removable storage media and a clear screen policy for information processing facilities shall be adopted.	Yes	Risk assessment	Control implemented
	Totals:		**15**		**15**
A.12 Operations security					
A.12.1 Operational procedures and responsibilities	A.12.1.1 Documented operating procedures	Operating procedures shall be documented and made available to all users who need them.	Yes	Risk assessment	Control implemented
	A.12.1.2 Change management	Changes to the organization, business processes, information processing facilities and systems that affect information security shall be controlled.	Yes	Risk assessment	Control implemented
	A.12.1.3 Capacity management	The use of resources shall be monitored, tuned and projections made of future capacity requirements to ensure the required system performance.	Yes	Risk assessment	Control implemented
	A.12.1.4 Separation of development, testing and operational environments	Development, testing, and operational environments shall be separated to reduce the risks of unauthorized access or changes to the operational environment.	Yes	Risk assessment / Contractual obligations	Control implemented
A.12.2 Protection from malware	A.12.2.1 Controls against malware	Detection, prevention and recovery controls to protect against malware shall be implemented,	Yes	Risk assessment / Contractual	Control implemented

		combined with appropriate user awareness.		obligations	
Section	**Control**	**Control description**	**Control applicable**	**Justification**	**Control status**
A.12.3 Backup	A.12.3.1 Information backup	Backup copies of information, software and system images shall be taken and tested regularly in accordance with an agreed backup policy.	Yes	Risk assessment / Contractual obligations	Control implemented
A.12.4 Logging and monitoring	A.12.4.1 Event logging	Event logs recording user activities, exceptions, faults and information security events shall be produced, kept and regularly reviewed.	Yes	Risk assessment, legal requirement	Control implemented
	A.12.4.2 Protection of log information	Logging facilities and log information shall be protected against tampering and unauthorized access.	Yes	Risk assessment, legal requirement	Control implemented
	A.12.4.3 Administrator and operator logs	System administrator and system operator activities shall be logged and the logs protected and regularly reviewed.	Yes	Risk assessment	Control implemented
	A.12.4.4 Clock synchronisation	The clocks of all relevant information processing systems within an organization or security domain shall be synchronised to a single reference time source.	Yes	Risk assessment	Control implemented
A.12.5 Control of operational software	A.12.5.1 Installation of software on operational systems	Procedures shall be implemented to control the installation of software on operational systems.	Yes	Risk assessment	Control implemented
A.12.6 Technical vulnerability management	A.12.6.1 Management of technical vulnerabilities	Information about technical vulnerabilities of information systems being used shall be obtained in a timely fashion, the organization's exposure to such vulnerabilities evaluated and appropriate measures taken to address the associated risk.	Yes	Risk assessment, contractual obligations	Control implemented

Section	Control	Control description	Control applicable	Justification	Control status
	A.12.6.2 Restrictions on software installation	Rules governing the installation of software by users shall be established and implemented.	Yes	Risk assessment	Control implemented
A.12.7 Information systems audit considerations	A.12.7.1 Information systems audit controls	Audit requirements and activities involving verification of operational systems shall be carefully planned and agreed to minimise disruptions to business processes.	Yes	Risk assessment	Control implemented
	Totals:		**14**		**14**
A.13 Communications security					
A.13.1 Network security management	A.13.1.1 Network controls	Networks shall be managed and controlled to protect information in systems and applications.	Yes	Risk assessment	Control implemented
	A.13.1.2 Security of network services	Security mechanisms, service levels and management requirements of all network services shall be identified and included in network services agreements, whether these services are provided in-house or outsourced.	Yes	Risk assessment	Control implemented
	A.13.1.3 Segregation in networks	Groups of information services, users and information systems shall be segregated on networks.	Yes	Risk assessment	Control implemented
A.13.2 Information transfer	A.13.2.1 Information transfer policies and procedures	Formal transfer policies, procedures and controls shall be in place to protect the transfer of information through the use of all types of communication facilities.	Yes	Risk assessment	Control implemented

Section	Control	Control description	Control applicable	Justification	Control status
	A.13.2.2 Agreements on information transfer	Agreements shall address the secure transfer of business information between the organization and external parties.	Yes	Risk assessment	Control implemented
	A.13.2.3 Electronic messaging	Information involved in electronic messaging shall be appropriately protected.	Yes	Risk assessment, contractual obligations	Control implemented
	A.13.2.4 Confidentiality or nondisclosure agreements	Requirements for confidentiality or non-disclosure agreements reflecting the organization's needs for the protection of information shall be identified, regularly reviewed and documented.	Yes	Risk assessment, contractual obligations	Control implemented
	Totals:		**7**		**7**
A.14 System acquisition, development and maintenance					
A.14.1 Security requirements of information systems	A.14.1.1 Information security requirements analysis and specification	The information security related requirements shall be included in the requirements for new information systems or enhancements to existing information systems.	Yes	Risk assessment	Control implemented
	A.14.1.2 Securing application services on public networks	Information involved in application services passing over public networks shall be protected from fraudulent activity, contract dispute and unauthorized disclosure and modification.	Yes	Risk assessment	Control implemented

Section	Control	Control description	Control applicable	Justification	Control status
	A.14.1.3 Protecting application services transactions	Information involved in application service transactions shall be protected to prevent incomplete transmission, mis-routing, unauthorized message alteration, unauthorized disclosure, unauthorized message duplication or replay.	Yes	Risk assessment	Control implemented
A.14.2 Security in development and support processes	A.14.2.1 Secure development policy	Rules for the development of software and systems shall be established and applied to developments within the organization.	Yes	Risk assessment, contractual obligations	Control implemented
	A.14.2.2 System change control procedures	Changes to systems within the development lifecycle shall be controlled by the use of formal change control procedures.	Yes	Risk assessment, contractual obligations	Control implemented
	A.14.2.3 Technical review of applications after operating platform changes	When operating platforms are changed, business critical applications shall be reviewed and tested to ensure there is no adverse impact on organizational operations or security.	Yes	Risk assessment	Control implemented
	A.14.2.4 Restrictions on changes to software packages	Modifications to software packages shall be discouraged, limited to necessary changes and all changes shall be strictly controlled.	Yes	Risk assessment	Control implemented
	A.14.2.5 Secure system engineering principles	Principles for engineering secure systems shall be established, documented, maintained and applied to any information system implementation efforts.	Yes	Risk assessment	Control implemented
	A.14.2.6 Secure development environment	Organizations shall establish and appropriately protect secure development environments for system development and integration efforts	Yes	Risk assessment	Control implemented

		that cover the entire system development life cycle.			
Section	**Control**	**Control description**	**Control applicable**	**Justification**	**Control status**
	A.14.2.7 Outsourced development	The organization shall supervise and monitor the activity of outsourced system development.	Yes	Risk assessment	Control implemented
	A.14.2.8 System security testing	Testing of security functionality shall be carried out during development.	Yes	Risk assessment, contractual obligations	Control implemented
	A.14.2.9 System acceptance testing	Acceptance testing programs and related criteria shall be established for new information systems, upgrades and new versions.	Yes	Risk assessment, contractual obligations	Control implemented
A.14.3 Test data	A.14.3.1 Protection of test data	Test data shall be selected carefully, protected and controlled.	Yes	Risk assessment, contractual obligations	Control implemented
	Totals:		**13**		**13**
A.15 Supplier relationships					
A.15.1 Information security in supplier relationships	A.15.1.1 Information security policy for supplier relationships	Information security requirements for mitigating the risks associated with supplier's access to the organization's assets shall be agreed with the supplier and documented.	Yes	Risk assessment, contractual obligations	Control implemented
	A.15.1.2 Addressing security within supplier agreements	All relevant information security requirements shall be established and agreed with each supplier that may access, process, store, communicate, or provide IT infrastructure components for the organization's information.	Yes	Risk assessment, contractual obligations	Control implemented

Section	Control	Control description	Control applicable	Justification	Control status
	A.15.1.3 Information and communication technology supply chain	Agreements with suppliers shall include requirements to address the information security risks associated with information and communications technology services and product supply chain.	Yes	Risk assessment, contractual obligations	Control implemented
A.15.2 Supplier service delivery management	A.15.2.1 Monitoring and review of supplier services	Organizations shall regularly monitor, review and audit supplier service delivery.	Yes	Risk assessment, contractual obligations	Control implemented
	A.15.2.2 Managing changes to supplier services	Changes to the provision of services by suppliers, including maintaining and improving existing information security policies, procedures and controls, shall be managed, taking account of the criticality of business information, systems and processes involved and re-assessment of risks.	Yes	Risk assessment, contractual obligations	Control implemented
	Totals:		**5**		**5**
A.16 Information security incident management					
A.16.1 Management of information security incidents and improvements	A.16.1.1 Responsibilities and procedures	Management responsibilities and procedures shall be established to ensure a quick, effective and orderly response to information security incidents.	Yes	Risk assessment, legal requirement	Control implemented
	A.16.1.2 Reporting information security events	Information security events shall be reported through appropriate management channels as quickly as possible.	Yes	Risk assessment, legal requirement	Control implemented

Section	Control	Control description	Control applicable	Justification	Control status
	A.16.1.3 Reporting information security weaknesses	Employees and contractors using the organization's information systems and services shall be required to note and report any observed or suspected information security weaknesses in systems or services.	Yes	Risk assessment, legal requirement	Control implemented
	A.16.1.4 Assessment of and decision on information security events	Information security events shall be assessed and it shall be decided if they are to be classified as information security incidents.	Yes	Risk assessment, legal requirement	Control implemented
	A.16.1.5 Response to information security incidents	Information security incidents shall be responded to in accordance with the documented procedures.	Yes	Risk assessment, legal requirement	Control implemented
	A.16.1.6 Learning from information security incidents	Knowledge gained from analysing and resolving information security incidents shall be used to reduce the likelihood or impact of future incidents.	Yes	Risk assessment, legal requirement	Control implemented
	A.16.1.7 Collection of evidence	The organization shall define and apply procedures for the identification, collection, acquisition and preservation of information, which can serve as evidence.	Yes	Risk assessment, legal requirement	Control implemented
	Totals:		**7**		**7**

Section	Control	Control description	Control applicable	Justification	Control status
A.17 Information security aspects of business continuity management					
A.17.1 Information security continuity	A.17.1.1 Planning information security continuity	The organization shall determine its requirements for information security and the continuity of information security management in adverse situations, e.g. during a crisis or disaster.	Yes	Risk assessment	Control implemented
	A.17.1.2 Implementing information security continuity	The organization shall establish, document, implement and maintain processes, procedures and controls to ensure the required level of continuity for information security during an adverse situation.	Yes	Risk assessment, contractual obligations	Control implemented
	A.17.1.3 Verify, review and evaluate information security continuity	The organization shall verify the established and implemented information security continuity controls at regular intervals in order to ensure that they are valid and effective during adverse situations.	Yes	Risk assessment, contractual obligations	Control implemented
A.17.2 Redundancies	A.17.2.1 Availability of information processing facilities	Information processing facilities shall be implemented with redundancy sufficient to meet availability requirements.	Yes	Risk assessment	Control implemented
	Totals:		**4**		**4**

Section	Control	Control description	Control applicable	Justification	Control status
A.18 Compliance					
A.18.1 Compliance with legal and contractual requirements	A.18.1.1 Identification of applicable legislation and contractual requirements	All relevant legislative statutory, regulatory, contractual requirements and the organization's approach to meet these requirements shall be explicitly identified, documented and kept up to date for each information system and the organization.	Yes	Risk assessment, legal requirement	Control implemented
	A.18.1.2 Intellectual property rights	Appropriate procedures shall be implemented to ensure compliance with legislative, regulatory and contractual requirements related to intellectual property rights and use of proprietary software products.	Yes	Legal requirement	Control implemented
	A.18.1.3 Protection of records	Records shall be protected from loss, destruction, falsification, unauthorized access and unauthorized release, in accordance with legislatory, regulatory, contractual and business requirements.	Yes	Legal requirement	Control implemented
	A.18.1.4 Privacy and protection of personally identifiable information	Privacy and protection of personally identifiable information shall be ensured as required in relevant legislation and regulation where applicable.	Yes	Legal requirement	Control implemented
	A.18.1.5 Regulation of cryptographic controls	Cryptographic controls shall be used in compliance with all relevant agreements, legislation and regulations.	Yes	Legal requirement	Control implemented

Section	Control	Control description	Control applicable	Justification	Control status
A.18.2 Information security reviews	A.18.2.1 Independent review of information security	The organization's approach to managing information security and its implementation (i.e. control objectives, controls, policies, processes and procedures for information security) shall be reviewed independently at planned intervals or when significant changes occur.	Yes	Risk assessment	Control implemented
	A.18.2.2 Compliance with security policies and standards	Managers shall regularly review the compliance of information processing and procedures within their area of responsibility with the appropriate security policies, standards and any other security requirements.	Yes	Risk assessment	Control implemented
	A.18.2.3 Technical compliance review	Information systems shall be regularly reviewed for compliance with the organization's information security policies and standards.	Yes	Risk assessment	Control implemented
	Totals:		**8**		**8**