

# Cyprus Country Report



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## Cyprus

### The structure of the individual country reports

The individual country reports (i.e. country-specific) present the information by following a structure that is complementary to ENISA's "Who-is-who" publication and is intended to provide additional value-added to the reader:

- *NIS national strategy, regulatory framework and key policy measures*
- *Overview of the NIS governance model at country level*
  - *Key stakeholders, their mandate, role and responsibilities, and an overview of their substantial activities in the area of NIS*
  - *Interaction between key stakeholders, information exchange mechanisms in place, co-operation & dialogue platforms around NIS*
- *Country specific NIS facts, trends, good practices and inspiring cases:*
  - *Security incident management*
  - *Emerging NIS risks*
  - *Resilience aspects*
  - *Privacy and trust*
  - *NIS awareness at the country level*
- *Relevant statistics for the country.*

This report is based on information which was publicly available when research was carried out, as well as comments received from National Liaison Officers and ENISA experts. As such, the country report presents a high-level snapshot of NIS at the turn of the year.

## NIS national strategy, regulatory framework and key policy measures

### Overview of the NIS national strategy

#### Main strategic objectives and principles

As described in the 2010 ENISA Country Report for Cyprus, the Council of Ministers approved a revised version of the Government Computerization Plan in 1998. Rapid technology changes, evolving user demands and EU accession requirements necessitated the revision of the master plan to include new infrastructure and strategic projects in order to adjust the national Information Systems Strategy to a fast-changing technology environment.

Within the framework of this Strategy, a number of information systems have been developed to support the internal operations of Ministries and Departments, a Government Data Network (GDN) was developed, and a Government Internet Node was established to provide the gateway between Government Systems and the public network. Strategic projects are continuously being developed and/or enhanced in order to satisfy the increasing Information Society needs.

The eGovernment Vision came along in 2002, with the continuous enhancement and updating of the ISS, the developments in Information Technology and the EU Directions, in particular the eEurope+ and the eEurope2002 action plans. Many of the objectives of the e-Europe Action Plans, including the e-Europe 2005 and EU i2010 Strategy – A European Information Society for Growth and Employment, have been achieved whereas the Cyprus Government is also currently promoting the Lisbon Strategy of the European Commission.

An important strategic target related to eGovernment is the delivery of one-stop services to the public via the web or through other electronic channels (kiosks, call centres, citizen support centres etc.).

A proposal has been submitted in July 2008 to the Government Computerization Executive Board recommending the revision of the Government IS Strategy. The aim is to refine the strategy for achieving the Cyprus Government objectives up to 2015 for productivity and growth whilst being in line with the EU i2010 Strategy – A European Information Society for Growth and Employment.

Current priorities include the creation of government-wide data warehouse, the completion of the rollout of the Office Automation System, the delivery of more eServices to the public and the promotion of eDemocracy, eParticipation, eHealth and e-Inclusion projects.

#### Information Society Strategy

As stated in the previous issue of this report, Cyprus is in the process of formulating a comprehensive **National Strategy for Information Society** in order to implement the i2010 policy, the main object of which is to utilize the possibilities offered by the ICTs for the achievement of digital convergence. This would contribute to the achievement of the strategic aim of improving competitiveness in all the fields of economic activity.

Top priority will be given to the use of ICTs in upgrading the services provided by the public sector. Confronting the shortcomings in electronic government is of primary importance, as this constitutes the basis for developing other electronic services. It will also contribute to the improvement of the performance by the public sector, thus facilitating the growth of small

companies and the improvement of the quality of life of the inhabitants, especially those who are facing accessibility problems.

More specifically, the interventions to be co-financed by the Structural Funds for the period 2007-2013 are in respect of actions focused on the following two priority sectors:

- Interventions for strengthening eGovernment will aim at further extending the public services offered through the Internet and improving their safe use, within a general framework of electronic transactions and communication between the companies, the citizens and the services of the central public administration and local authorities;
- Extending the supply of electronic health services (eHealth) - The object of the actions to be taken in the field of eHealth is to use the ICTs in upgrading the quality of health services provided on an island-wide scale and improving their performance. In this context, the interlinking of the central hospitals with the health centres in rural areas will be promoted. The necessity for reform in the health sector is mentioned in the National Reform Programme, while the Structural Funds will contribute toward this in the framework of enhancing the use of ICTs in Public Administration.

### **Information Society Strategy**

No changes were noticed since last year's report in regards of the National Strategic Reference Framework for Cohesion Policy (NSRF), 2007-2013, a strategic programme document which presents an analysis of the development strategy within the framework of which the resources allocated to Cyprus from the Structural Funds and the Cohesion Fund for the period 2007-2013 will be utilised.

The preparation of the NSRF, which is introduced for the first time during this new programming period, gives a more strategic character to the programming for the utilization of the resources of the Cohesion Policy. Among other things, the document includes an analysis on the strategic vision and objectives related to the development of the Information Society in the Republic of Cyprus, and in particular, related to eGovernment Services and eHealth.

It is also worth mentioning that the strategy study for an Enterprise Resource Planning System has been completed. A proposal, based on the findings of the study, will be prepared and submitted to the Government Computerisation Executive Board for project approval. The need for such a system arises following an evaluation of the future needs and obligations of Cyprus as an EU Member, also taking into account the principles of 'New Public Management', the evolving IT technologies, the EU and the National Strategy for the promotion of eGovernment.

## The regulatory framework

The following Cypriot national regulations have relevance and applicability in the domain of network and information security:

### eGovernance Legislation

There is currently no specific eGovernment legislation in Cyprus.

### Freedom of Information Legislation

Even though there is no specific legislation regulating freedom of information, Section 19 of the Cyprus Constitution protects, at the highest level, the “right to freedom of speech and expression”. More specifically, paragraph 2 of the aforementioned Section explicitly provides that the above right includes: “the freedom to hold opinions and receive and impart information”.

### Data Protection/Privacy Legislation

The Processing of Personal Data (Protection of Individuals) Law (N. 138(I)/2001) entered into force in November 2001, and was amended by Law N. 37(I)/2003. It is compliant to the *acquis communautaire*, and especially, the European Directive 95/46/EC on Data Protection.

### eCommerce Legislation

The Law serves the implementation of Directive 2000/31/EC of the European Parliament and of the Council of 8 June 2000 on certain legal aspects of information society services, in particular electronic commerce in the Internal Market.

The Electronic Commerce Law aims at ensuring the free movement of information society services between the Republic of Cyprus and the Member States of the European Union, relating to the establishment of service providers, commercial communications and the conclusion of electronic contracts. Services covered by the Law include among other things online information services, online advertising and online selling of products and services.

### eCommunications Legislation

Cyprus has adopted two primary laws in 2004 – the Law on Electronic Communications and the modification of the 2002 Law on Radio communications – to transpose the new EU regulatory framework. It has also introduced four pieces of secondary legislation in the field of radio communications. Cyprus, however, has not yet introduced the necessary secondary legislation for the Law on Electronic Communications.

### eSignatures Legislation

The Legal Framework for Electronic Signatures and for relevant matters Law (N. 188(I)/2004) implements the European Directive 1999/93/EC regarding the EU Framework for Electronic Signatures. The Law effectively establishes the legal framework governing electronic signatures and certain certification services for the purpose of facilitating the use of electronic signatures and their legal recognition. It does not, however, cover aspects related to the conclusion and validity of contracts or other legal obligations which are governed by requirements, as regards their form. Furthermore, it does not affect rules and limitations in relation to the use of documents provided by other applicable legislation in force. Based on the provisions of this Law, Regulations may be issued so as to define additional requirements, amongst others, for the use of electronic signatures in the public sector.

## eProcurement Legislation

The EU Public Procurement Directive (2004/18/EC), which includes provisions related to the electronic submission of Tenders, has been adopted in national legislation by the law N.12(I)2006, concerning the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts. The Law has been put into force beginning of 2006. Before the implementation of the eProcurement system, and based on the provisions of this law, the necessary eProcurement regulations will be prepared/issued.

## Re-use of Public Sector Information (PSI)

The Cypriot transposition of European Directive 2003/98/EC is Law N. 132(I)/2006 that was passed by the House of Representatives on 12 October 2006 and published in the Cyprus Official Gazette on 20 October 2006. The European Commission was notified on 20 October 2006 that the transposition had been completed.

## Cybercrime legislation

Various pieces of legislation have been enacted to tackle information technology related offences. More specifically, a law was enacted in 2004 for the purpose of ratifying the Cyber crime Convention 2001. The types of offences dealt with concern illegal access, illegal interception, data interference, system interference, misuse of devices, computer-related forgery and fraud.

Furthermore, the Cyprus Law for the Protection of Confidentiality of Private Communications<sup>1</sup> (Interception of Conversations) of 1996 prohibits the unauthorised interception of any private communication, subject to certain exceptions.

The Cyprus Law Regulating Electronic Communications and Postal Services of 2004 (the Electronic Communications Law<sup>2</sup>) prohibits any person, other than users communicating between themselves from time to time, to listen into, tap, store, intercept and/or undertake any other form of surveillance of communications without the consent of the users concerned, except where this is provided for by Law and where there is an authorisation by the Court.

In addition, specific laws such as the Law for the Processing of Personal Data (the Data Protection Law<sup>3</sup>) penalise spam, unauthorised interference with a record of personal data, receiving knowledge of data, extracting, altering, harming, destroying, processing, transmitting, notifying, making data accessible to unauthorised persons and allowing such persons to receive knowledge of the data, or exploiting the data in any way.

With regards to investigations, this law confers the power to the Commissioner for the Protection of Personal Data<sup>4</sup> to assign officers of his Office the duty to carry out administrative researches and checks of any data record. For this purpose, the Commissioner has the right to access personal data and collect any kind of information, without being restricted by any form of confidentiality obligation, except that of legal privilege. However, the Commissioner does not have access to the identity details of her colleagues who are mentioned in records kept for the purposes

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<sup>1</sup> See the Interception of Conversations law: *Ο\_επί Προστασίας του Α\_όρητου της Ιδιωτικής Ε\_ικοινωνίας (Παρακολούθηση Συνδιαλέξεων) Νόμος του 1996*

<sup>2</sup> See the Electronic Communications Law: *Ο\_επί Ρύθμισης Ηλεκτρονικών Ε\_ικοινωνιών και Ταχυδρομικών Υ\_ηρεσιών Νόμος του 2004, Ν. 112(I)/2004*

<sup>3</sup> Law for the Processing of Personal Data (the Data Protection Law) (*Ο\_επί Ε\_εξεργασίας Δεδομένων Προσω\_ικού Χαρακτήρα (Προστασία του Ατόμου) Νόμος του 2001, Ν. 138(I)/2001 έως 37(I)/2003*).

<sup>4</sup> Cyprus Commissioner for the Protection of Personal Data (*Ε\_ίτρο\_ος Προστασίας Δεδομένων Προσω\_ικού Χαρακτήρα*)

of national security or for the investigation of particularly serious crimes. Finally, the Commissioner is afforded the power to examine in person records kept for purposes of national security.

Discussions about the necessity of amending the Penal Code are in progress in both political and legal forums. The objective is to adopt national legislation to comply with the provisions of the Council of Europe Convention on Cybercrime.

### **Self-regulations**

*CYTA's actions to ensure compliance with the European Framework for safer mobile use by younger people*

The Cypriot mobile telecom operators have adopted a code of conduct that describes duties of the signatory members in ensuring minimum protective measures for safer use of the content provided on the mobile phone. This mainly relates to the protection of children (mobile users under 18 years) against the illegal or inadequate content that can be accessible via mobile.

The code has been tailored to the needs of the Cypriot mobile electronic telecommunications market and complies with applicable European and national legislation.

### **eIdentity**

Cyprus uses a National ID card for its citizens and plans to migrate towards a smart card system in the near future.

Cyprus uses a non PKI system for the TAXISnet e-Government application (based on a login/password combination issued after personal identification at a local government office – not available to the private sector). Also, the Thesaes Customs Excise System allows the electronic submission of cargo and import declarations as well as electronic payment of customs duties, for registered users.

## NIS Governance

### Overview of the key stakeholders

We included below a high-level overview of the key actors with relevant involvement, roles and responsibilities in NIS matters.

<b>National Authorities</b>	<ul style="list-style-type: none"> <li>• Office of the Commissioner of Electronic Communications and Postal Regulation</li> <li>• Ministry of Communications and Works</li> <li>• Department of Information Technology Services</li> <li>• Ministry of Defence — Minister's Staff National Security Authority (NSA)</li> <li>• Ministry of Commerce, Industry and Tourism</li> <li>• Ministry of Interior</li> <li>• Office of the Commissioner for Personal Data Protection</li> <li>• Cyprus Police</li> </ul>
<b>CERTs</b>	<ul style="list-style-type: none"> <li>• The Department of Information Technology Services, under the supervision of the OCECPR</li> <li>• Cyprus Research and Academic Network Security</li> </ul>
<b>Industry Organisations</b>	<ul style="list-style-type: none"> <li>• CITEA (Cyprus Information Technology Enterprises Association)</li> <li>• The Cyprus Employers and Industrialists Federation (OEB)</li> <li>• Cyprus Computer Society</li> <li>• TALOS</li> <li>• Diogenes</li> </ul>
<b>Academic Organisations</b>	<ul style="list-style-type: none"> <li>• University of Cyprus - Department of Computer Science Information Security Office</li> <li>• Cyprus Neuroscience &amp; Technology Institute (CNTI)</li> <li>• Service of Systems of Information and Technology — Cyprus University of Technology</li> </ul>
<b>Others</b>	<ul style="list-style-type: none"> <li>• CyNet (Cyprus Research and Academic Network)</li> <li>• CyberEthics</li> <li>• Safeweb</li> <li>• Cyprus Consumers' Association</li> </ul>

For contact details of the above-indicated stakeholders we refer to the ENISA "Who is Who" – 2010 Directory on Network and Information Security and for the CERTs we refer to the ENISA CERT Inventory<sup>5</sup>

NOTE: only activities with at least a component of the following eight ENISA focus points have been taken into account when the stakeholders and their interaction were highlighted: CERT, Resilience, Awareness Raising, Emerging Risks/Current Risks, Micro-enterprises, e-ID, Development of Security, Technology and Standards Policy; Implementation of Security, Technology and Standards.

<sup>5</sup> See: <http://www.enisa.europa.eu/act/cert/background/inv/certs-by-country>

## Interaction between key stakeholders, information exchange mechanisms in place, co-operation & dialogue platforms around NIS

### Co-operation via the Office of the Commissioner of Electronic Communications and Postal Regulation (OCECPR)

The Office of the Commissioner of Electronic Communications and Postal Regulation is recognised among NIS stakeholders in Cyprus as the national security agency. The office is charged with electronic Communications Regulation in conjunction with administration of network and information security issues. The Ministry of Communications and Works and the Office of the Commissioner of Electronic Communications and Postal Regulation are responsible for information security policy development and implementation at the national level. The bodies are responsible for representation of the government of Cyprus in international and regional telecommunications organisations in the field of electronic communications as well as responsible for managing and implementing the obligations of the Republic emanating from the Conventions or other legal instruments of such organisations on technical, regulatory, management and other related issues.

The Office of the Commissioner for Personal Data Protection is charged with the protection of personal information relating to an individual against its unauthorised and illegal collection, recording and further use and it also grants the individual certain rights, i.e. the right of information, the right of access and gives him the possibility to submit to the Office complaints relating to the application of the Law. The office is also responsible for CIP/CIIP activities at the national level in Cyprus.

The Office of the Commissioner of Electronic Communications and Postal Regulation and the Ministry of Communications and Works are responsible for development and implementation of legislation pertaining to electronic communications in Cyprus.

OCECPR is currently undertaking a coordinative role in awareness rising and it plans to lead an initiative for the establishment of Work Groups that will see representatives of public institutions, banking institutions, academic institutions, developers and suppliers of network and information security systems, network and service providers of services and consumers protection organisations working together.

The effort will be aimed at educating and informing users, considering the characteristics of each target group, as well as in implementing concrete actions for the development of the appropriate security culture on security issues related with modern networks and exchange of information. OCECPR is considering the experiences of other European countries which have had significant experience in this particular sector taking into consideration the diversity of the different parameters in each country, the social structure, the educational system, the enterprising system, the culture on using new electronic means and security measures, the structure of state economy and several other issues.

Successful examples will be considered if they can be adapted. These, in combination with several initiatives which will be undertaken in collaboration with other competent public as well as private institutions, will constitute the source for action for the best possible dissemination of appropriate information according to the needs of each user. Regarding business users of electronic communications networks and services, the effort will be targeted in the appropriate application of International standards on networks and information security, as well as in the establishment of suitable risk management policies on security issues.

## Public - Private Partnerships

The matter of initiatives between operators and the state (regulator) regarding resilience issues are currently investigated. The authority is aware that some operators do have a business continuity plan in place, and provide network protection for customers and other users. Regarding initiatives between providers, all operators work more or less together.

There are altogether providers in Cyprus with public e-Communications providers. They are encouraged by OCECPR to cooperate. The cooperation is mainly focused on exchange of information.

The CyberEthics project commenced on September 1<sup>st</sup> 2006. Its purpose is to act as the safer internet node of awareness in Cyprus. The Cyberethics project resulted from a partnership between government agencies, press, media groups and ISP associations. The police cybercrime department collaborates with private companies such as Microsoft for the purpose of conducting its investigations, receiving specialist training and using specialist resources.

## Fostering a proactive NIS community

The Malta Information Technology Agency (MITA) and Malta Government Technology Investments Limited (MGTIL) have recently hosted a **Cypriot** delegation having chosen Malta as a best practice country in the implementation of e-Government. During this two-day visit, MITA showcased a number of e-Government services together with its vision for the future. During the various information sessions, the delegation from Paralimni Municipality<sup>6</sup> and Larnaca District Development Agency were presented with information on the local ICT policies and standards in Malta and an overview of the e-Government shared services and platforms. They also visited MITA's Data Centre and Network Operations Centre.

The visit was initiated through MGTIL which is currently participating in an EU funded Interreg IVc project - Digital Cities (DC). This three year project brings together municipalities of different maturity in ICT adoption to exchange information, know-how, experience and good practices.

The main objective of the DC project is to tackle the low rate of ICT penetration at local level by providing the organisational structures, strategies/policies and tools for enabling the rapid and sustainable adoption of ICT at local level and the development of digital cities in Europe. During their visit, the Cypriot delegation explained how the central Government and municipalities operate in Cyprus. They also exchanged information on how online services can be offered by the municipality for the benefit of both citizens and foreign nationals.

The meeting switched to a brainstorming session in which MITA offered various suggestions of how Paralimni could attain their e-Government vision. MITA also highlighted potential barriers that might be faced when implementing an e-Government framework in their municipality and recognised that the key factor for the success of e-Government is informing making citizens aware of its benefits.

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<sup>6</sup> See: <http://www.paralimni.org.cy/>

## Country-specific NIS facts, trends, good practices and inspiring cases

### Security incident management

Two national CERTs/CSIRTs have been established by secondary legislation in August 2010. These are:

- The Department of Information Technology Services, which aims to provide services to the government and business sectors;
- The Cyprus Research and Academic Network Security, which aims to provide services to the academic and possibly business sectors.

The structure, functions, services, duties, and responsibilities have been clearly defined in secondary legislation and they operate under the supervision of OCECPR. They are currently in the phase of setting up the services and recruiting the necessary personnel.

### Emerging NIS risks

No relevant/recent information was found or received on this topic.

### Resilience aspects

Currently, the provisions concerning the resilience of e-Communication networks in Cyprus are very general. They are inscribed in the licenses which are handed out to the providers.

According to article 98 of the Law 112(I)/2204, on a voluntary basis, a lot of provisions which are expected to be regulated by the new regulations are already put in place by the main providers. These measures cover, among others, the physical protection of networks for external and internal threats, the implementation of information security management systems, the implementation of the ISO27001 (ISMS), access management, risk management, business continuity plans, malware protection, etc. The overall regulation of all issues under one umbrella needs still to be done.

Information on best practice on the resilience of e-Communications networks is collected in Cyprus by different responsible authorities but there is no centralised repository in place<sup>7</sup>.

In the absence of specifically-defined obligations enshrined in regulation, the operators have set out their own standards to strengthen their practice around resilience. Their initiatives cover, amongst others, the physical protection of networks by external and internal threats, the implementation of information security management systems on the basis of internationally recognized standards (e.g., ISO 2700-series) or the preparation of business continuity plans. In Cyprus, individual operators have developed a risk management process on their own to compensate for the absence of a national risk management scheme related to e-Communication sector. Following consultations with all operators as well as other stakeholders and interested parties, specific secondary legislation has been drafted in 2010. Following a 2<sup>nd</sup> phase of brief consultations with interested parties at the beginning of 2011, these specific provision that cover a general framework on network integrity and resilience will be enforced to the relevant market.

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<sup>7</sup> We also refer to ENISA report "Analysis of Member States policies and regulations - Policy Recommendations" available at: <http://www.enisa.europa.eu/act/res/policies/analysis-of-national-policies/analysis-of-policies-and-recommendations>. See page 35.

## Privacy and trust

The Cyprus Processing of Personal Data (Protection of Individuals) Law of 2001 came into force on November 23, 2001. The Law was introduced in the context of the harmonization process with the European Data Protection.

The Law applies to living natural persons and covers automated, partially automated, and in some cases, non-automated processing operations, both in the public and the private sectors. It defines rights and obligations of controllers and data subjects, and sets the parameters for lawful processing of data. In order for the Law to be applicable, a data controller resident in the Republic must carry out the processing of personal data. The Law also applies at a place where Cyprus law is applied by virtue of public international law or by a data controller who is not resident in the Republic, who, for the purpose of processing personal data, has recourse to automated or other means existing in the Republic, unless they were used only for the purpose of transmitting the data through the Republic. The Law does not apply to the processing of personal data that is carried out by a natural person for the exercise of exclusively personal or domestic activities.

In April 2004, the Regulation of Electronic Communications and Postal Services Law of 2004, was enacted. Part 14 of the Law transposing the provisions of the Directive on Privacy and Electronic Communications (2002/58/EC), regulates the secrecy of communications and the use of traffic and location data, telephone directories and unsolicited communications. It particularizes and complements the provisions of the Law for the Processing of Personal Data and provides for the protection of the legitimate interests of subscribers of electronic communications networks and services who are legal persons.

In 2004, Cyprus adopted the modification of the 2002 Law on Radio communications in order to transpose the new EU regulatory framework and introduced four pieces of secondary legislation in the field of radio communications.

To regulate the field of electronic commerce, Cyprus adopted in 2004 the Law on Certain Aspects of Information Society, and specifically Electronic Commerce, and Relevant Matters (the Electronic Commerce Law), as well as the Law on the Conclusion of Distance Contracts of 2000. The Electronic Commerce Law implements Directive 2000/31/EC of the European Parliament and of the Council of 8 June 2000 on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market (Directive on Electronic Commerce).

The Law aims at ensuring the free movement of information society services between the Republic and the Member States of the European Union relating to the establishment of service providers, commercial communications, the conclusion of electronic contracts, the liability of intermediaries, codes of conduct, out-of-court dispute settlements, means of legal protection and the cooperation between Member States.

Also in 2004, Cyprus adopted a Law on a Legal Framework for Electronic Signatures and Relevant Matters. It establishes the legal framework governing electronic signatures and certain certification-services for the purpose of facilitating the use of electronic signatures and their legal recognition. It does not, however, cover aspects related to the conclusion and validity of contracts or other legal obligations that are governed by requirements as regards their form. Moreover, it does not affect rules and limitations in relation to the use of documents provided by other applicable legislation in force. The Law grants power to the Minister of Commerce, Industry and Tourism (the Competent Authority) to exercise control over and ensure the effective application of this Law.

Furthermore, the Cyprus Government intends to introduce "e-ID," or "electronic identity" smart cards to be used for electronic identification and authentication in public services. This project will

be done in cooperation with other EU Member States in order to achieve a seamless access to public services across national borders. E-ID standardization or interoperability is essential in order to put in place key pan-European services such as cross-border company registration, electronic public procurement, job search, e-voting and e-health.

### NIS awareness at the country level

A policy paper on network and information security was evaluated by the **Cyprus Minister of Communications and Works**. As part of the policy paper on network and information security, measures regarding awareness rising are going to be implemented. Initially the Action Plan was designed for raising awareness of end users, responsible public bodies for network and information security, other public and private bodies and businesses.

Measures undertaken by competent Cyprus national authorities are in place:

- The **CyberEthics**<sup>8</sup> website serves as a general hotline for cyber crime activities. It is co-funded by the EC Safer Internet Programme.
- The Cyprus police have their own website<sup>9</sup> where it provides advice on the prevention of fraud through online malware.
- The Cyprus national data protection authority issued guidelines for the public on the protection against spam.<sup>10</sup>

The **Cyprus Research and Academic Network (CyNet)** prepared and presents an informative movie on Internet dangers and particularly about viruses, worms and bots. The movie is available for downloading from the website [www.cynet.ac.cy/stayalert/](http://www.cynet.ac.cy/stayalert/).

### Legal, regulatory, and institutional arrangements to raise awareness

The Office of the Commissioner of Telecommunications and Postal Regulation (i.e. OCECPR) is by Law (Cyprus law L.112(I)/2004) the responsible body for the co-ordination of networks and information security issues in Cyprus. OCECPR is also the Cyprus representative in ENISA's Management Board and it acts as a central contact and coordination point between Cyprus and the European Agency.

Until recently there was no coordinated activity in this field in Cyprus. Certain actions have been taken for the protection of state and civil networks and services whereas private companies and organisations such as ISPs and Banks presented several initiatives.

The great majority of companies in Cyprus, especially SMEs, are not showing particular interest in security issues mainly due to the high costs involved, their limited revenues due to the small size of their market, and the lack of obvious benefits (direct income) from such investments.

The framework for cooperation between public bodies and between public and private bodies will be set by the above mentioned policy paper as well as the prioritization of actions that will be taken in order to enhance network and information security policies. Awareness rising is one of the main issues of this policy paper.

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<sup>8</sup> See: [www.cyberethics.info](http://www.cyberethics.info)

<sup>9</sup> See: [www.police.gov.cy](http://www.police.gov.cy)

<sup>10</sup> See: [www.dataprotection.gov.cy](http://www.dataprotection.gov.cy)

## Cyprus INFOSEC 2009

As conference we notice here that there exists the CYPRUS INFOSEC 2009. Organized each year that aims the following goals:

- To promote and raise awareness amongst business leaders and IT professionals in the most recent developments in the field of information security;
- To expose the business, professional and academic communities as well as policymakers to the experiences of internationally renowned professionals in the field of information security;
- To bring together the business and IT communities to exchange and share information and experiences and create the links through which expert advice on information security can be sought;
- To inform on and present new techniques in intrusion detection, cyber crime investigation, security standards and national infrastructure defence, business and management issues in security, corporate governance and audit and many more;
- To provide hands-on experience in solving current information security problems through workshops in the areas of "White-Hat Hacking" and "Information Security: Securing the Returns on Investment".

## Awareness actions targeting the consumers/citizens

As awareness centre under the EU Safer Internet Programme, the Cyprus Safer Internet Center, CyberEthics raises awareness and informs the public about children's use of the Internet and new technologies. The aim is to provide children, parents and teachers with knowledge and tools for guiding and empowering children in the network society.

The Cyprus Safer Internet Centre, CyberEthics has positioned itself as the key resource and knowledge centre for children's use of the Internet and mobile in Cyprus. A strong network of national stakeholders supports the awareness centre project and ensures the dissemination of surveys, educational materials, information and advice. The centre initiates, coordinates and participates in a broad range of activities and initiatives with the aim to raise awareness in its area. Among others:

### *National campaigns*

The Cyprus Safer Internet Centre coordinates the Cypriot celebration of Safer Internet day and continuously cooperates with a large group of stakeholders including the Ministry of Education and Culture, the Ministry of Interior, Olive Branch (Turkish Cypriot NGO), Cyprus Universities and the newly initiated CyberCrime Unit of the police etc, in organising and participating in many national event, e.g. conference on Social Networking Sites, structured dialogue sessions (with SDDP) on Internet topics, presentations, media coverage, development and broadcasting of TV spot and so on.

### *Reaching the target groups*

In order to reach and learn from the specific target groups, the Cyprus Safer Internet Center, CyberEthics is making presentations at conferences and schools on a continuous basis. I.e. the Centre is holding presentations and debates for parents about children and youth culture and life online and discussed safe use of the Internet and new technologies with children and young people at schools and institutions.

#### *Youth Panel:*

CyberEthics' Youth Panel consists of children and young people aged 13-17 years old. With the youth panel are offered the right, the means, the space and the opportunity to participate and influence decisions about their online and real life. <sup>11</sup>

#### *Educational materials*

Creating new and updating material for teachers in cooperation with the Cyprus Pedagogical Institute of the Ministry of Education is an ongoing priority for the Centre. <sup>12</sup>

#### *CyberEthics' newsletter*

The Cyberethics newsletter is distributed widely by subscribing to it online and through the organisations (Cyprus Neuroscience and Technology Institute) mailing list (counting around 2000 members). It gives an overview primarily of national events, activities, European news and studies focusing on children and young people's use of the internet and new technologies – nationally as well as internationally. <sup>13</sup>

#### *New knowledge*

Gathering information and initiating new knowledge is important for the Centre. For example, in September 2009, the Cyprus Safer Internet Centre launched a new survey in order to collect very important, currently missing, data that will provide important knowledge on how children, children and teachers in Cyprus behave online and how much knowledge exist on matters of new technologies. <sup>14</sup>

The Cyprus Safer Internet Centre From September 1st 2008 the Cyprus Awareness Centre <sup>15</sup> formed together with the helpline <sup>16</sup> and the hotline SafenetCy <sup>17</sup> the Cyprus Safer Internet Centre.

#### *The coordinator of the Cyprus Awareness Centre:*

The Cyprus Neuroscience & Technology Institute (CNTI) acts as coordinator of the Cyprus Safer Internet Centre. The Cyprus Neuroscience & Technology Institute is a non-profit, non-governmental, non-partisan, independent organization active in programs with future orientation in areas related to human brain-modern technology-social transformation and the repercussions of relevant research for humanity. All projects fall into one larger category, which lies at the interface between science and society.

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<sup>11</sup> See: <http://cyberethicsforum.wetpaint.com>

<sup>12</sup> See: [www.pi.ac.cy/dnn/](http://www.pi.ac.cy/dnn/)

<sup>13</sup> See: [www.cyberethics.info/cyethics2/page.php?pageID=29](http://www.cyberethics.info/cyethics2/page.php?pageID=29)

<sup>14</sup> See: [www.cyberethics.info/cyethics2/page.php?pageID=132&mpath=/154/175](http://www.cyberethics.info/cyethics2/page.php?pageID=132&mpath=/154/175)

<sup>15</sup> See: [www.cyberethics.info](http://www.cyberethics.info)

<sup>16</sup> See: [www.helpline.cyberethics.info](http://www.helpline.cyberethics.info)

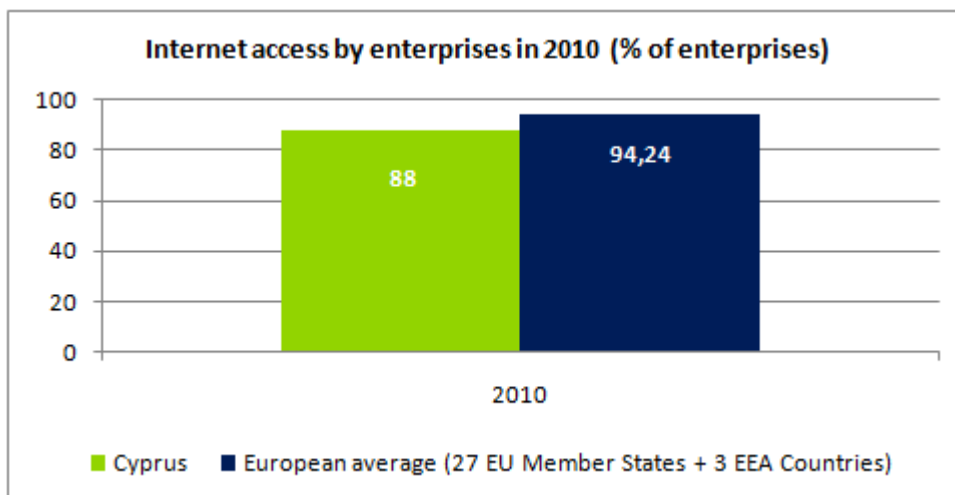
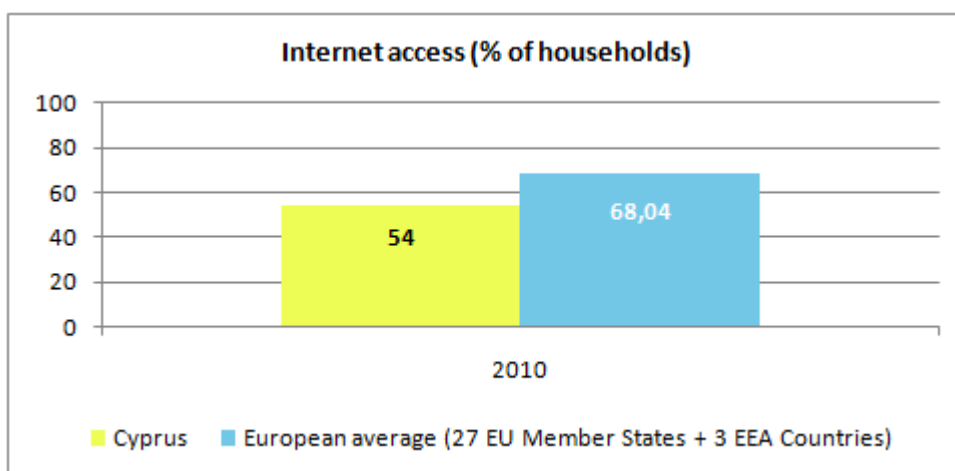
<sup>17</sup> See : [www.safenetcy.org](http://www.safenetcy.org)

## Relevant statistics for the country

In order to provide the reader with additional information about the relative stage of NIS development in Cyprus, a series of relevant statistics are included in this section. These statistics mainly indicate that this country is more or less on the European average, or slightly above it.

### Internet access of population and enterprises

The following graphs, based on Eurostat information, provide an overview of the situation<sup>18</sup> of Internet access in Cyprus for enterprises and respectively households, relative to the European average.

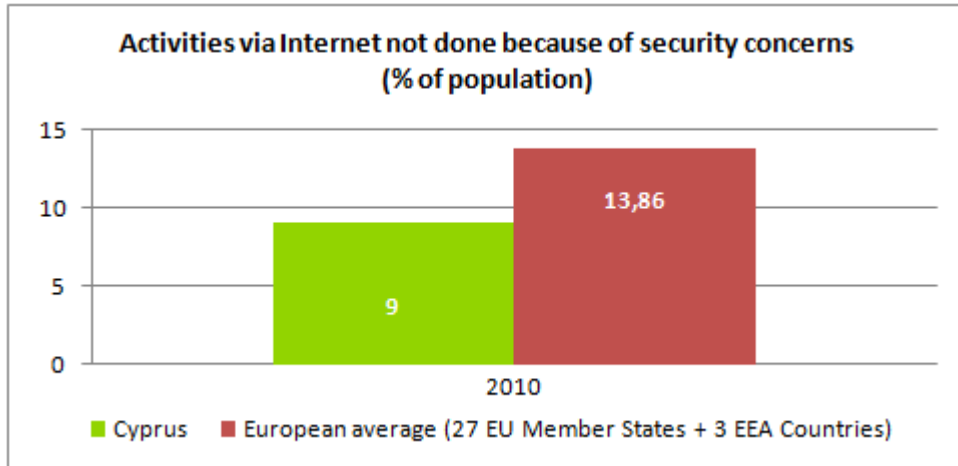


In 2010, the statistics indicate that some effort is required to close the gap on the enterprises and the households in Cyprus, as both are below the European average.

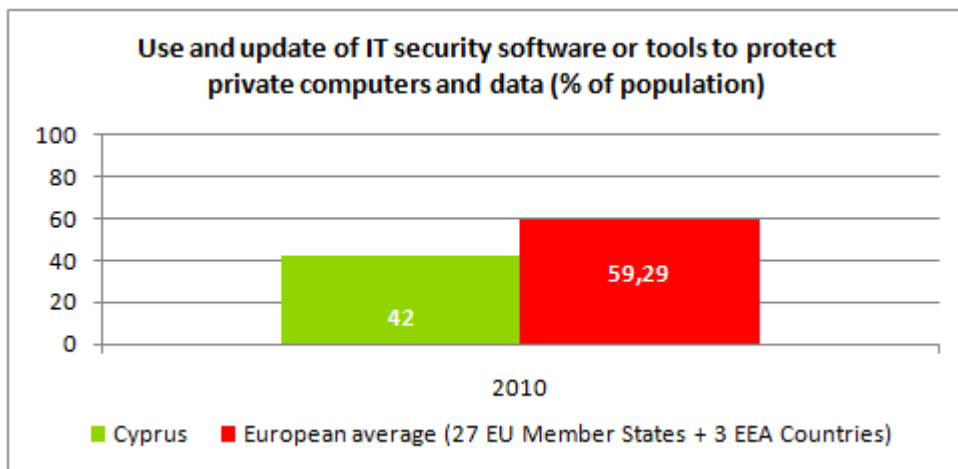
<sup>18</sup> Source: Eurostat

### Statistics on use of Internet by individuals and related security aspects

The percentage of population in Cyprus that is reluctant in performing activities via Internet (e.g. e-banking, purchases of goods and services over Internet, etc.) because of security concerns is clearly below the European average:



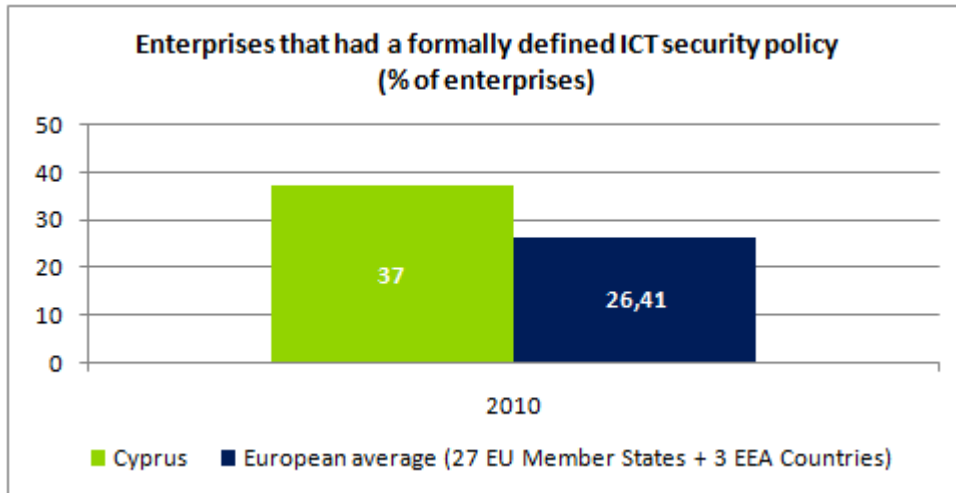
This can be an indication of either more confidence in web-based transactions or of a lack of awareness of the general public regarding IT threats.



Also, it appears that the use of security tools to protect private computers and data is below the European average.

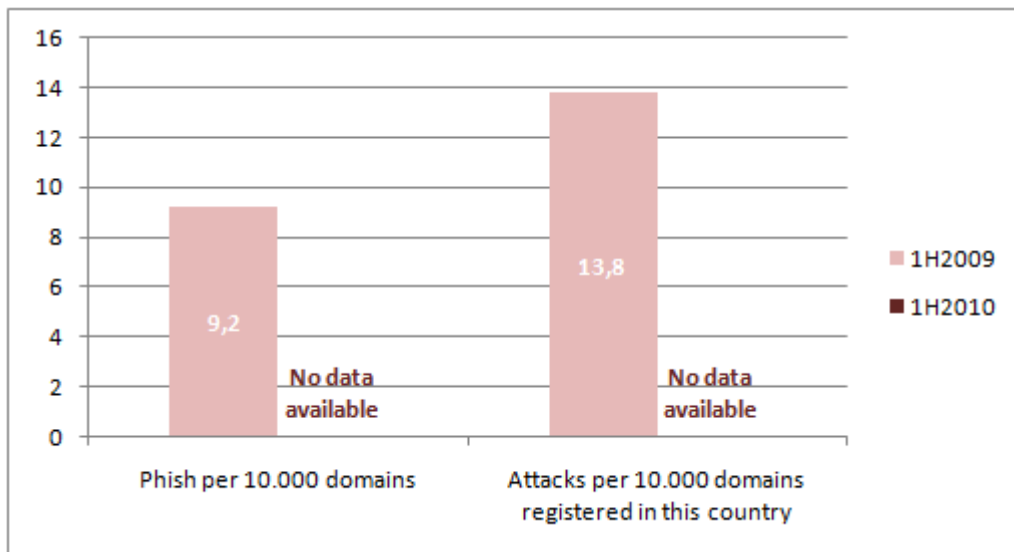
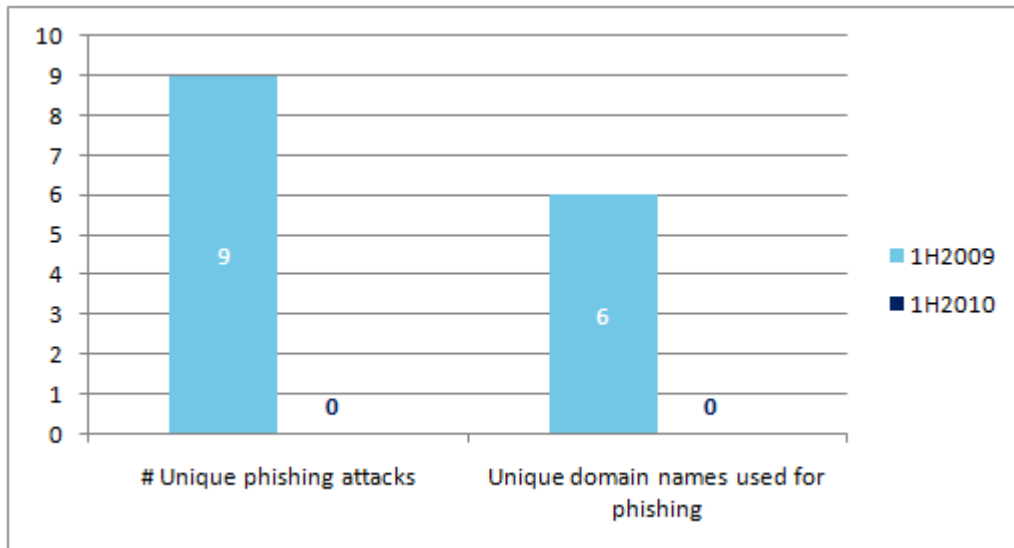
### Statistics on use of Internet by enterprises and related security aspects

More enterprises in Cyprus have a formally defined ICT security policy, compared with their European peers. See below:



## Other Statistics

It is interesting to also mention that during the 1<sup>st</sup> half of 2010, and respectively for the 1<sup>st</sup> half of 2009, Cyprus was mentioned in the global report<sup>19</sup> published by the Anti-Phishing Working Group (APWG) with the following relevant statistics:



<sup>19</sup> See: *Global Phishing Survey: Trends and Domain Name Use 1H2010*, available at: [http://www.antiphishing.org/reports/APWG\\_GlobalPhishingSurvey\\_1H2010.pdf](http://www.antiphishing.org/reports/APWG_GlobalPhishingSurvey_1H2010.pdf)

## APPENDIX

### National authorities in network and information security

National authorities	Role and responsibilities	Website
1. Office of the Commissioner of Electronic Communications and Postal Regulation	<p>This office is responsible for :</p> <ul style="list-style-type: none"> <li>• Regulation of electronic communications, including administration of network and information security issues;</li> <li>• Representation of Cyprus in the ENISA Management Board, and acting as the liaison office;</li> <li>• The competence to define quality specification for network providers and to ensure compliance with those. Specifications: The authority to regulate network access and interconnection while ensuring that such access and Interconnection become available at appropriate levels.</li> </ul>	<a href="http://www.ocecpr.org.cy">www.ocecpr.org.cy</a>
2. Ministry of Communications and Works	<p>The Department of Electronic Communications covers the following fields:</p> <ul style="list-style-type: none"> <li>• The enforcement of the provisions of the Radio communications Laws and its accompanying Regulations;</li> <li>• The enforcement of the provisions of the Radio and Television Stations Law of 1998, related to the signal distribution network of radio and television broadcasting stations;</li> <li>• The provision of consulting services on telecommunications matters to various Government Departments including the National Guard, the Departments of Civil Aviation and the Merchant Shipping regarding all technical radio communications issues;</li> <li>• The representation of the Government in international and regional telecommunications organizations in the field of electronic communications and especially in the field of radio-communications and is the responsible authority for managing and implementing the obligations.</li> </ul>	<a href="http://www.mcw.gov.cy">www.mcw.gov.cy</a>
3. Department of Information Technology Services	<p>As part of the Ministry of Finance the Department of Information Technology Services is mainly responsible for the Information security policy and administration of e-government issues. The objectives set in order to accomplish the vision are:</p> <ul style="list-style-type: none"> <li>• Provide high quality services to the public and private sectors;</li> <li>• Enforce an effective legal framework, which includes improving the collection of government revenues;</li> <li>• Plan and Control the Government's activities in a more efficient way;</li> <li>• Improve the Productivity of the Public Service;</li> <li>• Minimise the costs of operating the Government Service;</li> <li>• Increase Government revenues through the introduction of new revenue-earning services or the expansion of existing ones;</li> <li>• Harmonize with EU.</li> </ul>	<a href="http://www.mof.gov.cy/mof/dits/dits.nsf/index_en/index_en?OpenDocument">www.mof.gov.cy/mof/dits/dits.nsf/index_en/index_en?OpenDocument</a>

National authorities	Role and responsibilities	Website
	<p>Their main tasks are :</p> <ul style="list-style-type: none"> <li>• Consult the Government and the Semi-Government sectors on Information Technology issues;</li> <li>• Provide technical advice and support to all the Ministries, Departments and Independent Offices;</li> <li>• Study, recommend and implement Information Technology policies and strategies in the Public Sector;</li> <li>• Supply the Public Sector with hardware, software and services (DITS obtains these through the government procurement procedure);</li> <li>• Manage the Government Computerization Plan and other Projects;</li> </ul> <p>Develop and implement the systems specified in the Government Computerization Plan (the development is either outsourced or for smaller scale systems is done internally).</p>	
4. Ministry of Defence — Minister's Staff National Security Authority (NSA)	<p>The area of responsibility of the Ministry of Defence are:</p> <ul style="list-style-type: none"> <li>• Superintendence and monitoring for the observance of safety terms that should be followed for graduated EU information in the Republic of Cyprus (inbound and outbound); Representation of Cyprus in Committee of Safety, Committee of the EC and of the Council (CSC), and in the EC Committee Infosec.</li> </ul>	<a href="http://www.mod.gov.cy">www.mod.gov.cy</a>
5. Ministry of Commerce, Industry and Tourism	<p>The Ministry of Commerce, Industry and Tourism is responsible for the formulation and implementation of Government policy on matters pertaining to trade, industry, tourism and Consumer, in such a way that it will contribute positively towards the further development of the Cyprus economy and the well-being of the population of the island.</p> <p>The administration of the Ministry handles the general policy and directs and co-ordinates all the departments and services of the Ministry for its effective implementation. This Ministry is also the responsible administration for e-commerce issues.</p>	<a href="http://www.mcit.gov.cy">www.mcit.gov.cy</a>
6. Ministry of Interior	<p>The Ministry of Interior is mainly responsible for:</p> <ul style="list-style-type: none"> <li>• Information security issues for travel and ID documents;</li> <li>• Civil protection for emergency services.</li> </ul>	<a href="http://www.moi.gov.cy">www.moi.gov.cy</a>
7. Office of the Commissioner for Personal Data Protection	<p>Office of the Commissioner for Personal Data Protection deals with the protection of personal information relating to an individual against its unauthorized and illegal collection, recording and further use and it also grants the individual certain rights, i.e. the right of information, the right of access and gives him the possibility to submit to the Office complaints relating to the application of the Law.</p>	<a href="http://www.dataprotection.gov.cy">www.dataprotection.gov.cy</a>
8. Cyprus Police	The Cyprus police have also an Information Technology section.	No website available

## Computer Emergency Response Teams (CERTs)

CERT	Role and responsibilities	Website
9. Cyprus Research and Academic Network Security	<ul style="list-style-type: none"> <li>FIRST<sup>20</sup> member</li> <li>TI<sup>21</sup> listed</li> </ul> <p>University of Cyprus Computer Security Incident Report Team. The Primary mission of the CSIRT is to receive, record, investigate and solve security related incidents concerning the whole domain of the University of Cyprus, and to notify all parties involved.</p> <ul style="list-style-type: none"> <li>Not FIRST member;</li> <li>TI listed.</li> </ul>	<a href="http://security.cynet.ac.cy/index.php/csirt.html">http://security.cynet.ac.cy/index.php/csirt.html</a>

## Industry organisations active in network and information security

Industry Organisations	Role and responsibilities	Website
10. CITEA (Cyprus Information Technology Enterprises Association)	<p>CITEA is the Cypriot ICT industry association.</p> <p>Member of the Cyprus Employers &amp; Industrialists Federation (OEB).</p>	<a href="http://www.citea.net">www.citea.net</a>
11. The Cyprus Employers and Industrialists Federation (OEB)	<p>The main objectives are:</p> <ul style="list-style-type: none"> <li>To create and maintain a favourable business environment which allows the unhindered operation of Cypriot enterprises for generating competitive products and services;</li> <li>To maintain equilibrium between the business community, trade unions and other organisations acting as pressure groups in Cyprus' pluralistic decision-making system;</li> <li>To offer Cypriot companies the up-to-date, quality, specialised services required to satisfy the demands of a challenging economic environment;</li> <li>To ensure that the harmonisation of Cyprus' economy and administrative capacity with the Acquis Communautaire, is successful;</li> <li>To promote the best interests of its members (both on a sector and on an individual basis);</li> <li>To monitor social, political and economic developments, as well as the functioning of state bodies.</li> </ul>	<a href="http://www.oeb.org.cy">www.oeb.org.cy</a>
12. Cyprus Computer Society	<p>The Cyprus Computer Society was established to serve its members, the IT industry, IT professionals and Cypriot citizens. The roles are:</p> <ul style="list-style-type: none"> <li>To promote Computer Science and Information Technology area and their related subjects within the Cyprus economy, society, businesses and organizations of the public and private sectors;</li> <li>To inform and educate the public and raise its awareness on IT related issues;</li> <li>To offer services in the areas of Research / Development / Education of Computer Science and Information Technology;</li> <li>To become a key player and establish itself as the recognized authority on IT Skills</li> </ul>	<a href="http://www.ccs.org.cy">www.ccs.org.cy</a>

<sup>20</sup> <http://www.first.org/members/teams/>

<sup>21</sup> <http://www.trusted-introducer.nl/>

Industry Organisations	Role and responsibilities	Website
	Certification in Cyprus for both IT Professionals and end-users; <ul style="list-style-type: none"> <li>• To organize events (i.e. seminars, lectures, conferences etc) that contribute to the achievement of its goals;</li> <li>• To co-operate with the government, the general and IT industries for the effective introduction and use of IT in all aspects of economic and social activity in Cyprus Computer Society;</li> <li>• To represent the Computer Scientists and IT Professionals within the Cyprus IT industry, and to promote their requirements, rights and goals within their working environments.</li> </ul>	
13. TALOS	TALOS is the Cypriot industry incubator. The mission of TALOS Development Organisation is to offer high quality services with commitment and consistency, in order to enhance and reinforce the competitiveness of Cypriot enterprises, through the promotion	<a href="http://www.talos-rtd.com">www.talos-rtd.com</a>
14. Diogenes	Diogenes, a Cyprus based business incubator focused on high technology, is a private entity wholly owned by the University of Cyprus aimed to support the development of the high technology sector in Cyprus. Diogenes was incorporated in 2003 and began operations in 2004 under the Cyprus Government Program for Creating High Technology Enterprises through Business Incubators.	<a href="http://www.diogenes.com.cy">www.diogenes.com.cy</a>

## Academic organisations active in network and information security bodies

Academic Organisations	Role and responsibilities	Website
15. University of Cyprus - Department of Computer Science Information Security Office	The main objectives of the University are twofold: the promotion of scholarship and education through teaching and research, and the enhancement of the cultural, social and economic development of Cyprus.	<a href="http://www.ucy.ac.cy">www.ucy.ac.cy</a>
16. Cyprus Neuroscience & Technology Institute (CNTI)	The Cyprus Neuroscience & Technology Institute is a non-profit, non-Governmental independent Organization active in programs with future orientation in areas related to human brain-modern technology-social transformation and the repercussions of relevant research for humanity. It has the following operating units: <ul style="list-style-type: none"> <li>• The New Media in Learning Laboratory, active in both research and social intervention;</li> <li>• The Civil Society and Future Affairs Unit develops and implements programs that aim the development of a responsible and active civil society;</li> <li>• The Technology for Peace Unit develops theory on how technology can and must be used in the service of peace. More specifically, it develops educationally relevant and socially responsible IT &amp; Mobile-based curriculum;</li> <li>• The Special Education Unit develops new theories of learning based on mental attributes, web-based, video-game-like testing interfaces to evaluate cognitive profiles and learning abilities.</li> </ul>	<a href="http://www.cnti.org.cy">www.cnti.org.cy</a>
17. Service of Systems of Information and Technology – Cyprus University of Technology	The Cyprus University of Technology aspires to develop itself into a modern, pioneering University able to offer education and high level research in leading branches of science and technology which have high impact on the economic, technical, and scientific sectors. The main objectives of Service of Systems of Information and Technology are: <ul style="list-style-type: none"> <li>• To offer education to students of a high scientific, technological and professional level;</li> <li>• To produce high quality research that will transcend the traditional boundaries between basic and applied research, so that solutions may be offered to major problems of society and the economy. Simultaneously to allow Cyprus to attain an important position as a partner in a modern, European setting and to secure significant external research funding;</li> </ul> To promote University cooperation with local industry and the economic sector in order to participate in the national effort to innovate and constantly improve products and services.	<a href="http://www.cut.ac.cy">www.cut.ac.cy</a>

## Other bodies and organisations active in network and information security

Others	Role and responsibilities	Website
18. CyNet (Cyprus Research and Academic Network)	Cyprus Research and Academic Network is in charge of the development of 'PKI' .	<a href="http://www.cynet.ac.cy">www.cynet.ac.cy</a>
19. CyberEthics	Part of the European 'Insafe' Internet safety network under the 'Safer Internet' programme which aims to promote: <ul style="list-style-type: none"> <li>• Safer use of the Internet and new online technologies particularly for children;</li> <li>• To fight against illegal content and content unwanted by the end-user, as part of a coherent approach by the European Union.</li> </ul>	<a href="http://www.cyberethics.info">www.cyberethics.info</a>
20. Safeweb	SafeWeb is the hotline of Cyprus. As such, it aims to participate in the efforts to provide our fellow citizens and the global community a safer Internet, where illegal and offensive content distribution is minimised. In doing so, it provides concerned users the means to anonymously report related incidents. Its primary objective is to create a contact point where incidents concerning child pornography, racism, fraud and consumer protection in general are reported.	<a href="http://www.safeweb.org.cy">www.safeweb.org.cy</a>
21. Cyprus Consumers' Association	A consumer organisation, its aim is to protect and educate consumers.	<a href="http://www.cyprusconsumers.org.cy">www.cyprusconsumers.org.cy</a>

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