

Five security promises and how we keep them

Nokia is committed to achieving high security standards



Nokia's approach to security

Our organization and people

High security is a priority for Nokia

We ensure security is taken seriously by employees and our suppliers. We implement stringent requirements for our operations.

Collaboration

We collaborate with customers, industry groups, governments and other third parties to share information about threats and how to deal with them.

Strong Business Continuity Policy

We ensure we can support our customers during times of disruption and can return to normal business operations quickly.

We respect privacy

Protecting the privacy of employees, customers, consumers, suppliers and other parties is a matter of basic principle for Nokia.

We are ethical and honest

All personnel are held accountable, and our conduct is audited and reported at board level.

Nokia's five security promises

1

We protect your information as rigorously as we protect our own.

2

We are transparent in our security practices.

3

We embed security into all our products and services.

4

We will inform you promptly of any serious product or service issues that affect you.

5

We independently validate our security practices.

We protect your information as rigorously as we protect our own

Security promise #1

Security policies

We encourage our customers to scrutinize Nokia security policies to see how well they align with their needs.

Data protection

We take appropriate measures to protect customer data.

Industry standards

Nokia's security policies are world-class and conform to ISO 27001, ensured by certification and audits.

Legal compliance

We comply with legal and regulatory requirements around the world.

Secure suppliers

We implement third-party security management and contractual security requirements for our suppliers.

We are transparent in our security practices

Security promise #2

Open dialog

We are transparent about our security capabilities and encourage open dialog with our customers right from the start of any engagement.

Compliance

We inventory and classify customer information we hold to help ensure legal and contractual compliance.

Controls

We implement controls and document information flows for critical, customer or legally protected information.

Protection

Nokia controls ensure that access to customer networks is carefully protected with authorization of relevant personnel.

We embed security into all our products and services

Security promise #3

Design for Security

We build in security from the start of development and maintain it throughout the lifecycle.

Standards and compliance

We implement security in products and services to comply with standards, customer needs, and regulatory requirements..

Measure and validate

We proactively use audits, checks and threat analysis throughout the lifecycle to ensure security of products and services.

Vulnerability management

We implement countermeasures based on information from many internal and external sources.

Keeping current

We continuously update security processes, tools and technologies to meet customer needs and market conditions.

We will inform you promptly of any serious product or service issues that affect you

Security promise #4

Information sharing

Should an incident occur, we commit to working with affected customers and other parties to share information as appropriate.

Collaboration

We will collaborate with customer security teams to support the best response that will protect the customer's business.

Proactive warnings

We will contact customers should we discover a high-risk vulnerability in our systems or products and help to manage the deployment of appropriate patches or upgrades.

We independently validate our security practices

Security promise #5

Unbiased validation

We routinely commission impartial validation of our security policies and processes.

Third party testing

We use independent third parties to conduct vulnerability scanning and penetration testing.

Certifications

We certify many of our operations to ISO 27001.

Customer audits

Some customers run their own independent audits of our security.

Independently audited

Independent audits help us identify areas where we can improve to meet the latest threats.

Security is critical to Nokia

1

Data protection is built in at the design stage – we address vulnerabilities quickly or prevent them entirely.

2

We invest substantially in security, resources and expertise and have strong contractual commitments.

3

We work continuously to assess the real risks and improve our policies and practices accordingly.

NOKIA