

# Future Technologies – Remote Access Policy

## Purpose:

The purpose of this policy is to define the standards, procedures, and restrictions for Future Technologies when connecting remotely to residential customers' computers to provide technical assistance.

## Scope:

This policy applies to all employees, contractors, vendors, and agents of Future Technologies who access residential customers' systems and networks remotely for support purposes.

## 1. Policy

### 1.1. Authorization:

- Remote access to a customer's computer must be authorized by the customer.
- Access privileges must be limited to what is necessary to provide the requested support.

### 1.2. Customer Consent:

- Explicit consent must be obtained from the customer before initiating a remote access session.
- Customers must be informed of the purpose and scope of the remote access session.

### 1.3. Authentication:

- Secure methods must be used for remote access, including tools like ScreenConnect.
- Authentication should be handled securely, ensuring that access credentials are protected.

### 1.4. Secure Connection:

- All remote connections must use secure protocols to ensure data encryption during transmission.
- Public Wi-Fi should be avoided by Future Technologies' employees when accessing customers' systems. If necessary, a VPN must be used.

### 1.5. Device Security:

- Only company-approved devices may be used by Future Technologies for remote access. These devices must comply with the company's security standards.
- Anti-virus and anti-malware software must be installed and regularly updated on all devices used for remote access.
- Devices must have the latest security patches and updates installed.

### 1.6. Data Protection:

- No customer data should be downloaded or stored on Future Technologies' devices without explicit customer consent.
- Remote access sessions must be terminated as soon as the assistance is complete.
- Data encryption must be used for any sensitive information shared during the remote session.

### 1.7. Monitoring and Logging:

- All remote access activities must be logged and monitored. Logs should be reviewed regularly for unauthorized access or unusual activities.
- Any suspicious activities or security incidents must be reported to the customer immediately.

### 1.8. Compliance:

- Remote access must comply with all applicable laws, regulations, and company policies.
- Regular audits and reviews must be conducted to ensure compliance with this policy.

## 2. Review and Revision

This policy will be reviewed annually and updated as necessary to ensure it remains current and effective.