Webinar: Session on housing and cyber security - Mitigating the risks

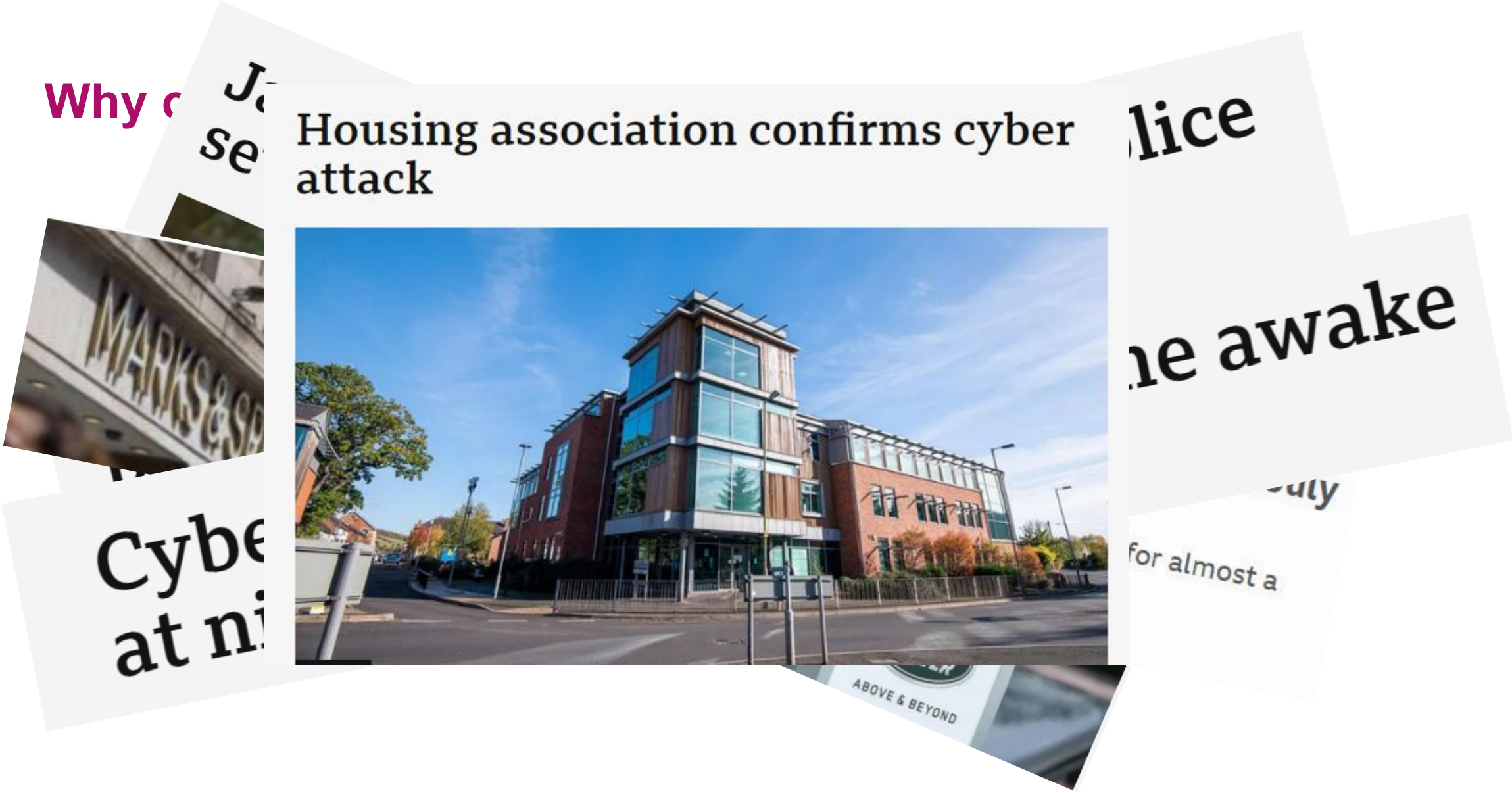
Charlotte Clayson, Partner at Trowers & Hamlins LLP

Sharron Webster, Partner at Trowers & Hamlins LLP

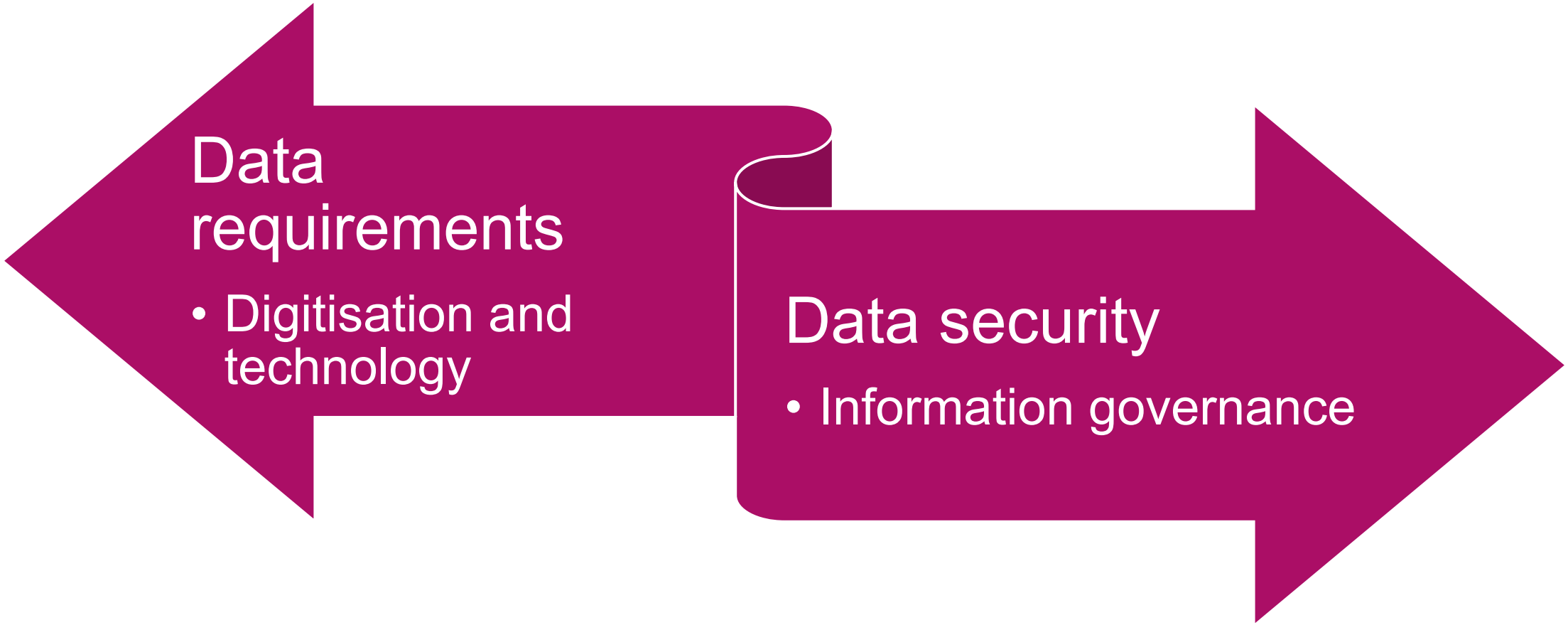
Wednesday 10 December 2025

Why?

Why c


Housing association confirms cyber attack
MARKS&SP
ABOVE & BEYOND

The tension


Data requirements
• Digitisation and technology
Data security
• Information governance

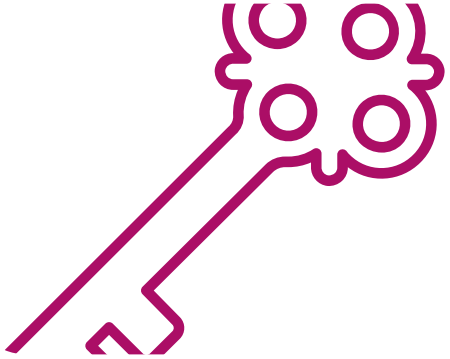
Cyber risk landscape



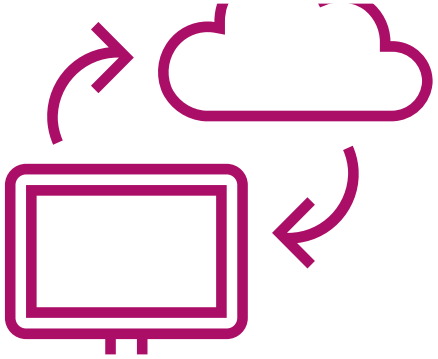
Threat Actors and the Dark Web



Data driven world



Legacy systems



New technology

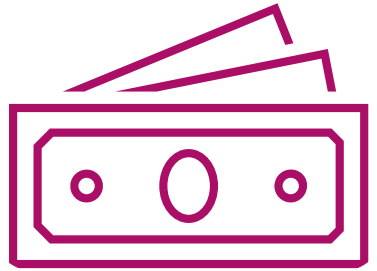
Key risks



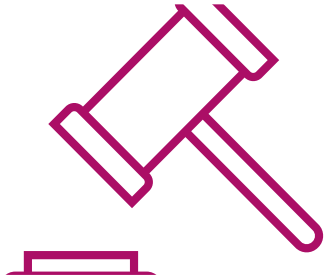
Enforcement / ICO



Reputation



Financial



Litigation / legal

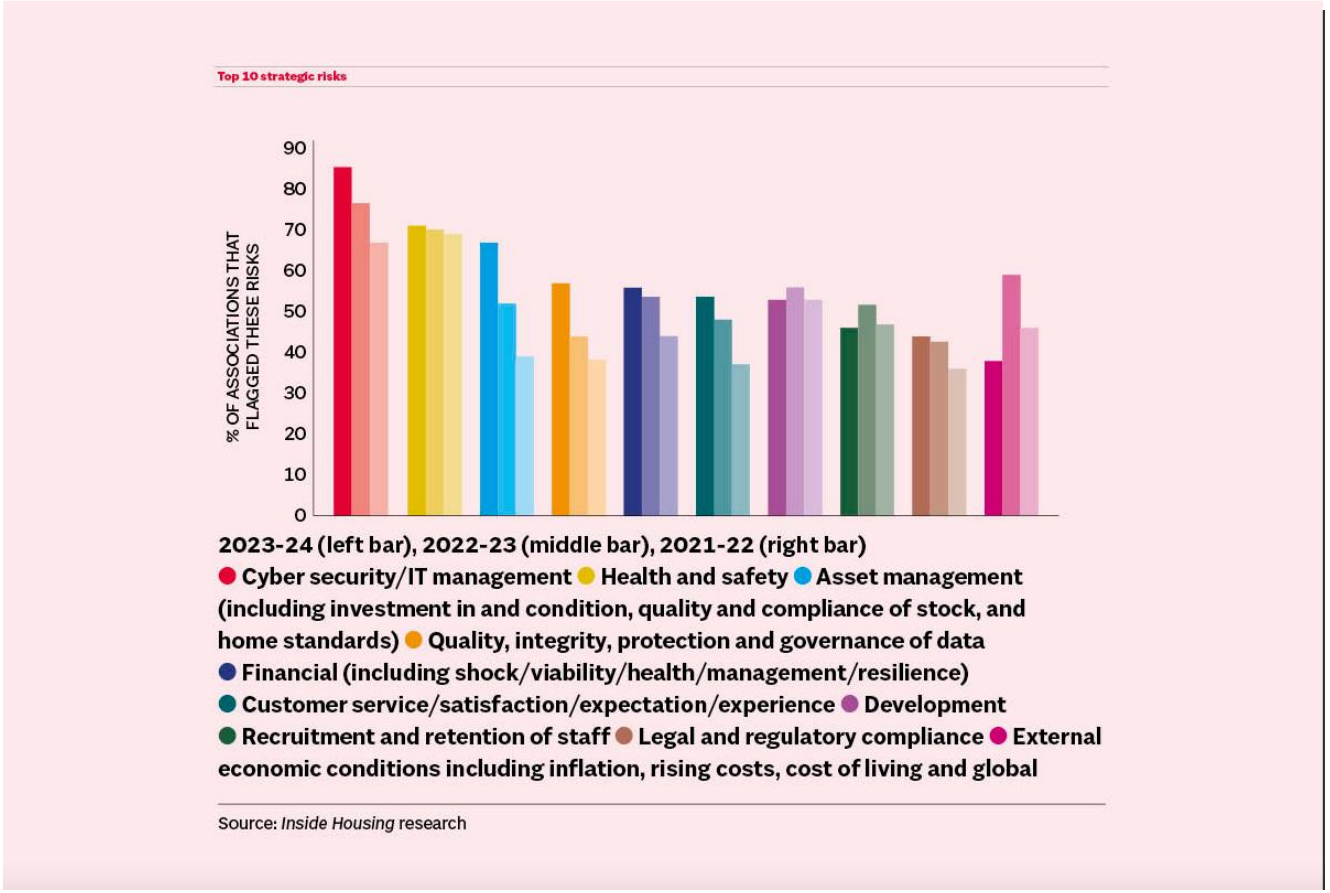


Complaints

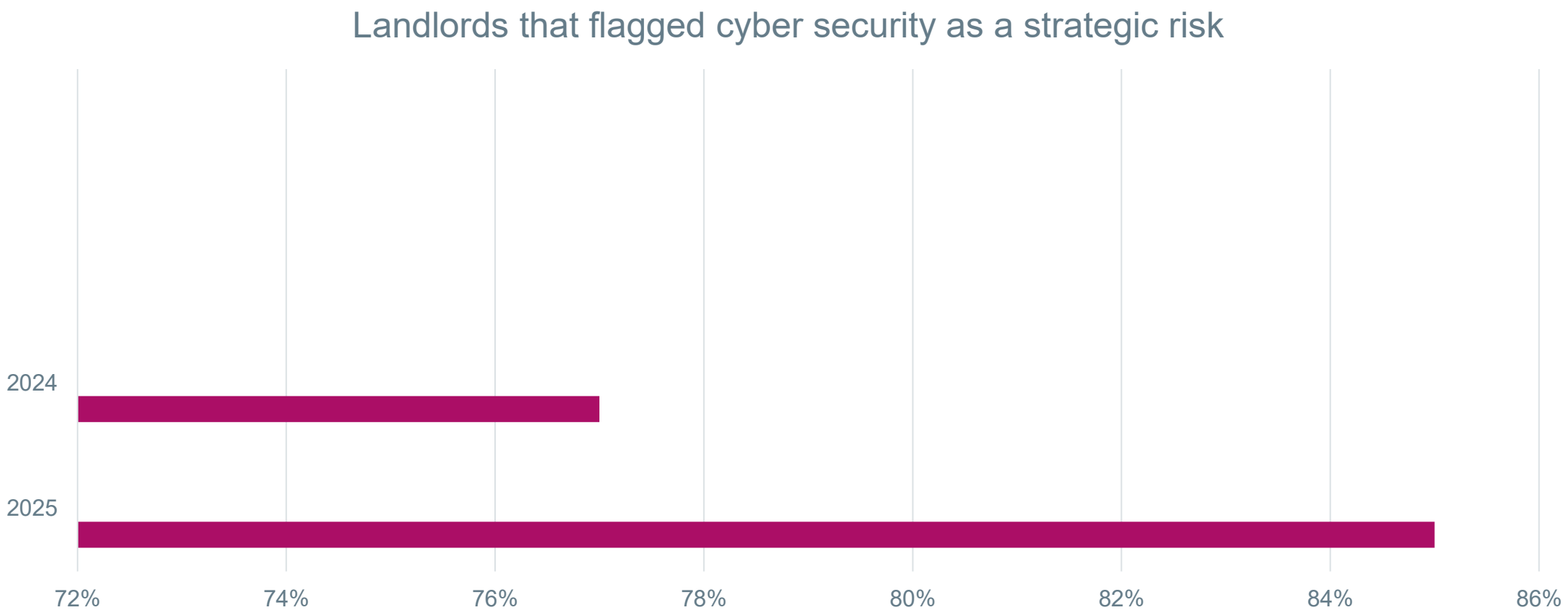


Staff

Inside Housing: top 10 strategic risks



Increasing risk?

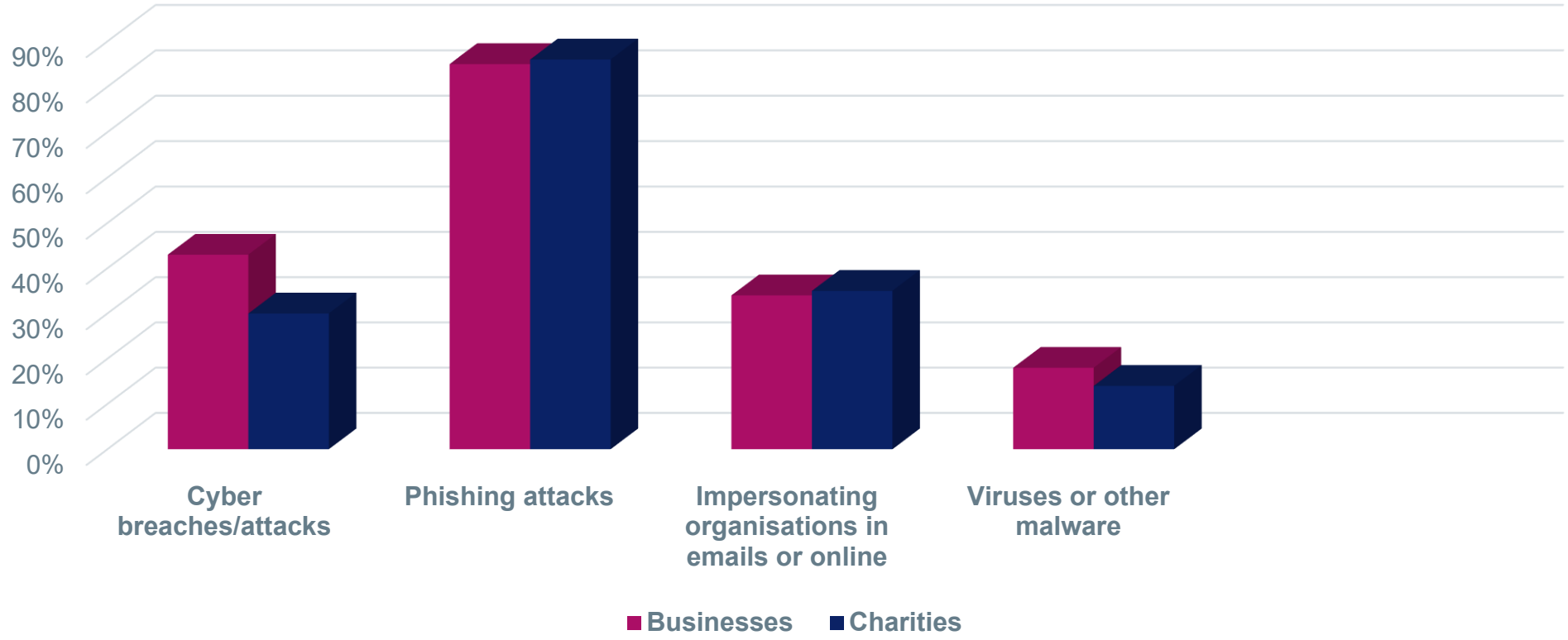


How common is this?



Businesses and charities reporting a cyber security breach in the last 12 months

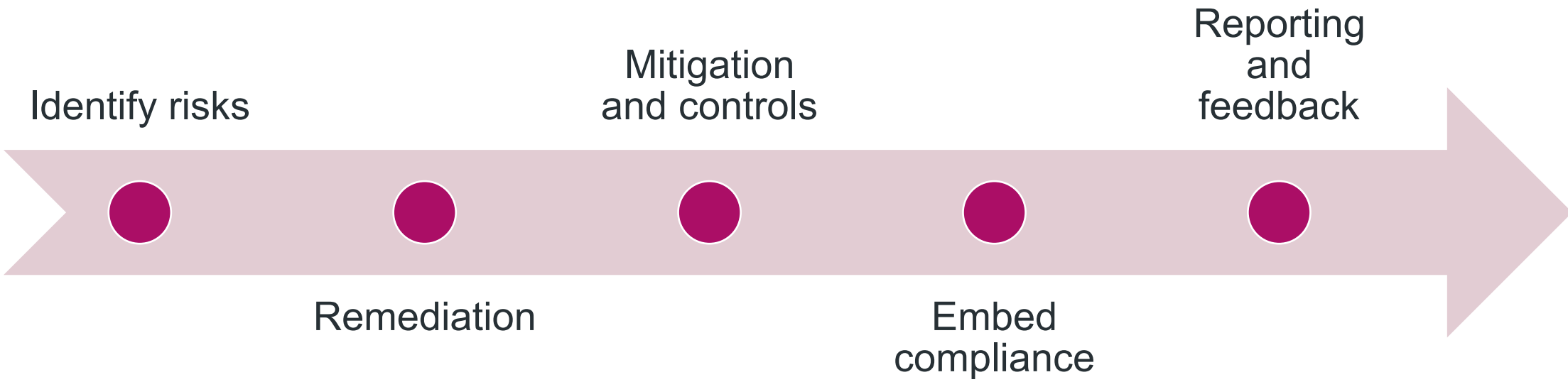
Cyber security breaches and attacks on businesses and charities in the UK in 2024/2025



Cyber security breaches survey 2025 - GOV.UK

How?

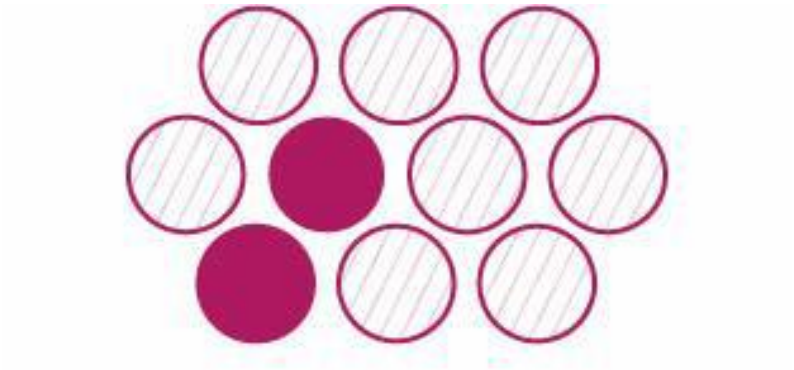
The risk lifecycle



Data Security – what does 'good' look like?

Encryption	Password Protection	Access	Local saving / hard copies
Supply chain	Data sharing	Cyber resilience	People

Training?



Only one fifth of organisations provide training to staff

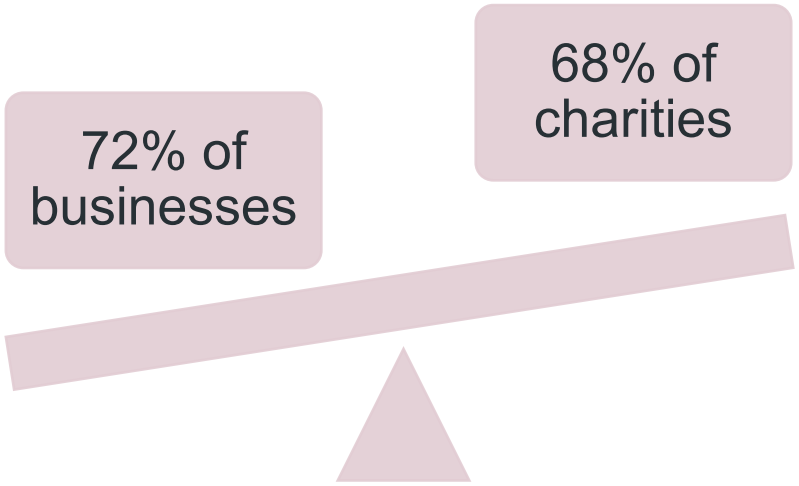
People

- Culture
- Transparency
- Policies
- Reporting
- Training



Assurance and engagement

Board engagement?



Senior management see cyber security as a high priority



Businesses with a board member with a responsibility for cyber security

The role of the Board

Department for Science, Innovation & Technology

NCSC

Guidance

Cyber Governance Code of Practice

Published 8 April 2025

Cyber Governance Code of Practice

Risk Management	Strategy	People	Incident Planning, response and recovery	Assurance and oversight
• Tech + processes • Senior ownership • Risk appetite • Suppliers • Review	• Cyber strategy and delivery • Risk appetite • Resource allocation	• Culture • Policies • Training	• Response and recovery plan • Annual exercise • Critical decision making • Lessons learned	• Governance structure • Roles and responsibilities • Formal reporting + metrics • Dialogue + audit • Obligations and best practice

Other assurance





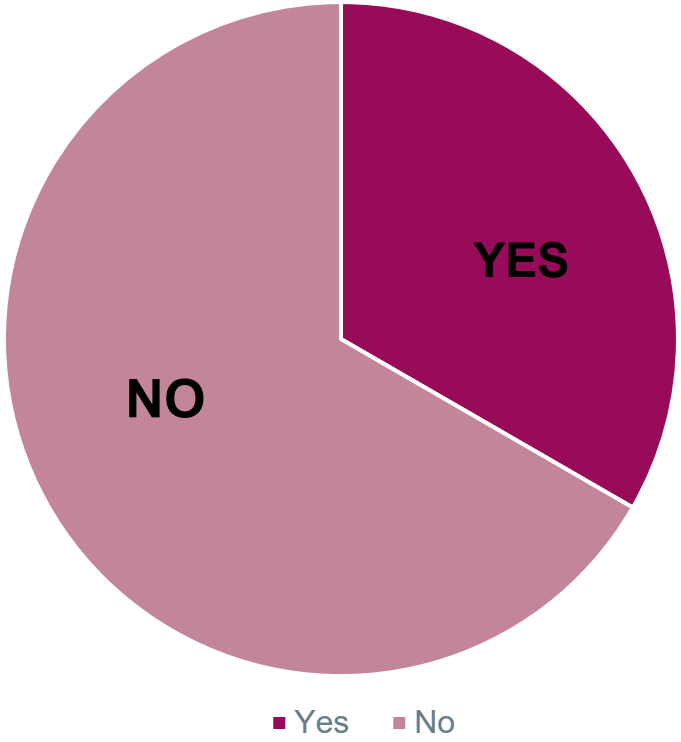






Incident Response Plans?

Do you have guidance on when to report a cyber incident externally?



What's the plan….

Breach Response Plan

- Who deals with this? Who needs to know?
- What has happened?
- What is at risk?
- What do we do?
- Who do we tell?
- How do we investigate?

What's the plan?

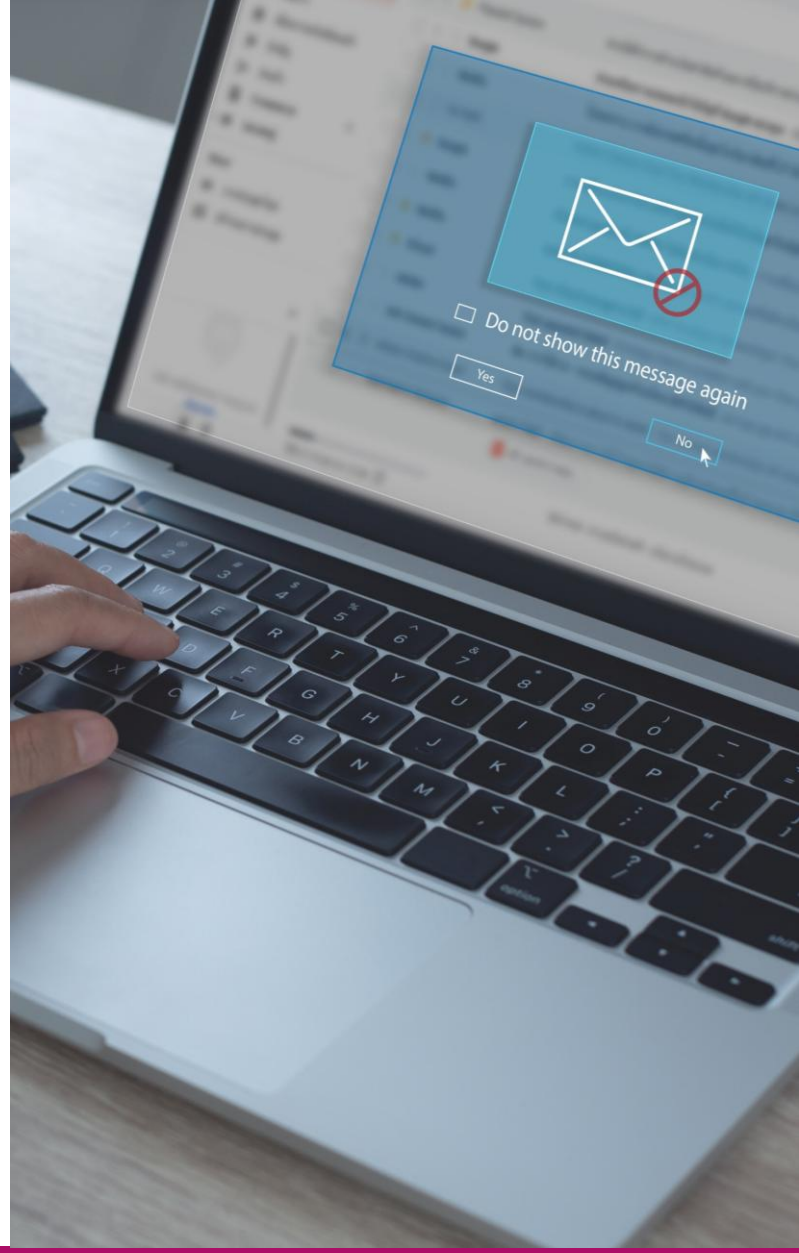
- Clear reporting lines
- Roles and responsibilities
- Streamlined decision-making
- Third party experts

Decisions..

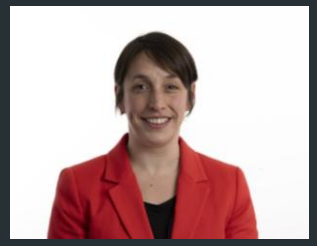
Regulators
NCSC
Contract terms
Stakeholders
PR and Comms
Ransom payments

Incident Response Plans – a work in progress

- Plan
- Practice
- Refine
- Update



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