

# NEWS RELEASE

## Humana Europe, Ltd

25 St George Street London W1S 1FS

humana.co.uk

# HUMANA.

### FOR MORE INFORMATION, CONTACT:

Isabella Sharp

Humana Press Office

020 7526 3632 or 07831 307490

media@humana.co.uk

## **Humana achieves key security standard in unprecedented four months**

**LONDON, UK – December 10<sup>th</sup> 2007** – Humana Europe has become the first company under the Framework for procuring External Support for Commissioners (FESC) to be awarded the ISO 27001 security standard by the British Standards Institution.

Under the terms of the FESC tender, companies are required to achieve the standard, which indicates that they reach a quality benchmark in their information security processes, within one year of being approved to offer commissioning support to Primary Care Trusts. Humana achieved the standard in less than four months, reflecting the high level of importance the company places on the security of confidential and patient information.

Humana's Head of Governance Andrew Corbett-Nolan said: "As PCTs start to work with companies like ours under the FESC pilot programmes, they will want to be assured that their external partners will respect the confidentiality of patients and be a fit custodian of personal information. So we have been quick to put in place those assurances and put ourselves through a rigorous process of external audit by the British Standards Institution to validate this.

"Respecting those who use healthcare services means adhering to the highest standards of vigilance and respect for a patient's private and personal information. For

Humana, achieving this accreditation demonstrates our commitment to quality and is a mark of the way we conduct our business – with integrity and care at all times.”

ISO 27001 is a quality system that ensures organisations address information security and achieves a set benchmark of secure practice. It covers both technological aspects of electronic security, and also issues such as the physical transfer and stewardship of data.

Humana Europe also complies with relevant NHS information security and confidentiality standards, and operates a full Caldicott system.

**END**

**Notes to editors:**

1. The full name of the standard is ‘ISO/IEC 27001:2005 -- Information technology -- Security techniques -- Information security management systems -- Requirements’. Achieving accreditation requires the company to adhere to high standards with respect to physical security, cyber integrity, staff recruitment and credentialing, risk management, product development, proposal preparation and contracting, relationships with third party suppliers, internal audit and quality processes and overall good governance systems. Crucially, Humana Europe’s clinical services have been included within the scope of the accreditation.

2. The accreditation was achieved by a team led by Humana Europe’s Head of Governance and Caldicott Guardian Andrew Corbett-Nolan. Andrew represents the UK on the Council of the European Society for Quality in Healthcare and he is currently the Chair of the Institute of Healthcare Management.

3. Humana Europe is a provider of integrated commissioning services and support to PCTs in England. Humana Europe provides expert guidance, tools, and innovative solutions to support PCTs, providers, and stakeholders in delivering services that best meet the health needs of individuals and local populations.

For more information please visit [www.humana.co.uk](http://www.humana.co.uk)

4. For further information please contact Isabella Sharp on 020 7526 3632 or [media@humana.co.uk](mailto:media@humana.co.uk)