

Product Specification - KYND Signals Client Report

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1. Definitions

- a) **Partner** - The KYND business partner, who is requesting that KYND generate Signals Client Reports on behalf of their Users
- b) **User** - The end user or customer who is receiving a KYND Signals Client Report
- c) **Organisation** - The business for which the User is receiving the KYND Signals Client report

2. Product Description

KYND Signals Client Reports are a cyber risk analysis service. It is a report-based service, with each report representing a single analysis of an Organisation at the date and time the Signals analysis was performed.

Customisable Aggregate Risk Indicators

KYND will, in collaboration with the Partner, define the subset of the cyber risk data points (Aggregate Risk Indicators) to be included in each Partner's Signals Client Report for each User and their Organisation.

Based on Partner-defined criteria (in collaboration with KYND), each User will receive Signals Client Reports that rate their Organisation as Red, Amber or Green. Those criteria are defined such that:

- The presence of one risk matching a Red criterion rates the Organisation as Red
- If no risks matching Red criteria are present, then the presence of one risk matching an Amber criterion rates the Organisation as Amber
- If no risks matching Red or Amber criteria are present, then the Organisation is rated as Green

The User's Signals Client Report will include:

- The overall rating of their Organisation (Red, Amber or Green)

- The Red and Amber criteria which have been matched by risks for their Organisation
- The risks (and details of these) which matched Red and Amber criterion for their Organisation

The following data points can be included within the KYND Signals product:

Service Risks - Identify the risks associated with the Organisation's services.

Email Security Risks - Analyse how the Organisation has configured its email security and identify impersonation, spoofing and business email compromise risks associated.

Phishing and Malware Risks - Identify whether domains owned by the Organisation are being used or impersonated to host malware or phishing attacks.

Certificate Risks - Identify risks associated with the security certificates associated to the domains and subdomains owned by the Organisation.

Domain Risks - Identify risks associated with Internet Domain registrations.

3. Delivery

Signals Client Reports can be delivered as:

- A PDF report per Organisation via the Webapp and or the API

4. Support Services

KYND will provide Support Services to the Partner to address issues related to the production of reports. Users can also access KYND Support via links included within their Signals Client Report. Support will be available from Monday to Friday, between 09:30 and 17:30 UK time, excluding national holidays.

Level 1 - Support will be provided via email in English and covers:

- Assistance with account access and activation
- Basic guidance on the risk factors presented in the KYND Signals Client Report

Level 2 - Support will be an escalation from Level 1, where an issue requires further investigation by KYND's cyber analysts or engineers.

Level 1 and 2 Support is available to all KYND Partners and Users.

KYND will aim to respond to all queries within one working day.

5. Service Availability

KYND will use reasonable endeavours to maintain an application availability measure of 95%, excluding planned downtime. Users will be given notice of any planned downtime where possible.