

## INFORMATION SECURITY POLICY

The **CUSTOMLAB** company responding to the requirements of modern business reality and aiming to protect the integrity, confidentiality and availability of the information it manages, always aiming at the uninterrupted and exemplary service to its Clients, decided to design and install an Information Security Management System according to the requirements of the International Standard **ISO 27001:2022**.

The Company's Information Security Management System covers the development and marketing of software (web based applications), technical support and hosting services and was designed in accordance with the needs and objectives of the Company and the Legal and Regulatory Requirements of the current Greek and Community Legislation.

The main objectives, as expressed in the procedures of the company's Information Security Management System, are:

- ❖ the creation of a basis for the continuous improvement of the efficiency of its processes, with a view to the continuous satisfaction of the needs and expectations of the company's customers to the maximum extent possible,
- ❖ the reduction of the impact of events that may affect the company's business continuity,
- ❖ the company's compliance with the laws and regulations to which it is subject,
- ❖ the handling of information, held and circulated in any way through its electronic and non-electronic systems and constituting data of exceptional importance for its operation and market position, in a manner that protects its security in terms of confidentiality, integrity and availability,
- ❖ Information Security objectives are consistent with the strategic objectives of the Company,
- ❖ ensuring that the resources required for the ISMS are available.
- ❖ the continuous improvement of the ISMS.

The Management's objective with regard to the protection of personal data is to comply with the following principles:

- Processing of personal data in a fair and lawful manner.
- Personal data is kept in a lawful and fair manner and in a lawful and fair manner.
- Personal data must be kept strictly limited to what is strictly necessary to achieve those purposes.
- Protecting personal data by means of adequate security measures.
- Retention of personal data for a certain period of time (depending on the purposes).

The Company's System is reviewed regularly by the Management, in order to adapt to new needs and developments in the market, to legislative requirements, but also to achieve the objective of continuous improvement of the Company's operations.

The Management is committed to providing the infrastructure and equipment deemed necessary for the implementation and availability of its work. Each employee is responsible for responding to, assimilating and implementing the procedures required by the EMS through their daily activities. For this reason, all employees, according to their responsibilities, are informed about the System and act in accordance with the established security and confidentiality rules.

The Information Security Policy is communicated, understood and applied by all human resources, with the ultimate goal of continuous, steady growth of its business activity, with unwavering commitment to its principles and the continuous offer to its customers of services of excellent quality. It is reviewed at regular intervals in order to ensure that it is constantly in line with market conditions, technological developments and legislation in force.

**General Manager**  
**Gousidis Damianos**

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