

## ISG Compliance Statement with GDPR

### Forward

At ISG technology Limited (ISG), we have always respected the right to data privacy and protection.

In May 2018, the EU General Data Protection Regulation (GDPR) replaces the existing 1995 EU Data Protection Directive (European Directive 95/46/EC). The GDPR aims to strengthen the security and protection of personal data in the EU and European citizens.

The success of ISG on the trust that our employees, customers, and other stakeholders have in our ability to deliver a quality service. This includes our ability to apply a high level of data protection and security in relation to the personal data that our employees, customers, and third parties entrust to us.

ISG considers it not just its duty to comply with national and international data protection regulations, but also to do this by applying the standards, processes and best practices in our daily tasks. This allows us to deliver the transparency, predictability, and consistency that our stakeholders expect from us.

Our compliance is further augmented by our certification to the ISO27001 Data Security Standard and the two standards are run in parallel.

### Compliance Statement:

ISG has implemented a GDPR policy and has audited its systems and processes. As a result, ISG believes it is fully compliant with the requirements of GDPR.

### On-Going Activities

ISG's ongoing compliance efforts include:

#### ASSESSMENT

ISG regularly reviews where and how our company collects, uses, stores and disposes of personal data, in addition to updating policies, standards, governance and documentation as needed.

#### CERTIFICATIONS

Over the years, ISG has demonstrated its commitment to data privacy and protection by meeting the industry standards for ISO 27001 and ISO22301. We have strong Data Processing Agreements, and we have updated them to meet the requirements of the GDPR. Being a third party certified company, we have multiple technical and organisational measures in place to attain a high level of security compliance within our branches.

#### DATA PROTECTION & SECURITY

For security and service insurance purposes personal data may be required to meet contractual requirements, SLAs and OLAs, and this is managed by security registers. Personal data is processed in compliance with the applicable GDPR principles. This means that personal data will not be kept longer than strictly necessary for the purpose.

Some of our ongoing initiatives are:

- Identifying personal data
- Providing visibility and transparency
- Enhancing data integrity and security

#### EMPLOYEE TRAINING AND AWARENESS

ISG employees complete annual data privacy and security training. GDPR-specific content has been applied to supplement the existing training program. In addition to these training requirements, ISG conducts ongoing awareness initiatives on a variety of topics, including data protection, security, and privacy.

#### ISG PARTNERS AND CUSTOMERS

As a data processor, ISG understands its obligation to help our customers meet the GDPR requirements. We have thoroughly analyzed GDPR requirements and have put in place a dedicated internal team to drive our organisation to meet the requirements.

ISG encourages partners and customers to independently familiarize themselves with the GDPR.

#### CONTACT PERSON

Any personal data related questions can be addressed to ISG's Data Protection Officer at [dpo@isg-technology.com](mailto:dpo@isg-technology.com)

#### Further Questions:

Should you have any further questions do not hesitate to contact the undersigned.

Yours sincerely

For and on behalf of ISG technology

*Andrew Webb*

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