Information Security Policy

Customology are specialists in customer lifecycle management and as such is committed to managing the Information Security Management System (ISMS) and conforming to the ISO 27001:2013 standard. This is the basis of the framework for all procedures and policies addressing information security throughout our organisation. This includes analysing and segmenting customer and transactional data of sensitive customer information in accordance with its business objectives by:

- Communicating, developing, and implementing objectives, policies and processes to ensure confidentiality, integrity and availability of all critical information data and information processing facilities
- Complying with statutory and regulatory requirements, contractual security obligations, and other applicable requirements
- Maintaining appropriate systems to ensure integrity and protection against unauthorised alteration or destruction
- Managing security incidents effectively by establishing security incident response plans
- Implementing controls for identified risks, threats and vulnerabilities
- Establishing, implementing and testing of business continuity plans; and
- Continually improving the ISMS

This ISMS Policy will be reviewed annually at ISMS management review and additionally as necessitated by changes within Customology and made available to all interested parties.

Signed

Michael Barnard
General Manager
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