QUALITY AND INFORMATION SECURITY POLICY

In V.L Toolbox Express Computer Solutions Ltd our aim is to provide our customers with products and services of high quality that conform to their requirements and protect information as a primary asset of high importance. The Management ensures that our vision, business objectives, Integrated Management System (IMS) and services' integrity, are supported by a high level of human and technological resources. We are dedicated to protecting the security of the information we possess and process as well as to protecting the personal data and privacy of any data subject is related to us. The Information Security Policy serves the purpose of Secure, Reliable and Uninterrupted service delivery to customers and partners, and provides guidance on how to organize and process information by setting the desired level of security.

Our main activities, business objectives and process structure, are addressed within our Integrated Management System, ensuring our business operations meet the requirements of both; ISO 9001: 2015 and ISO 27001:2022 Standards as well as the requirements of the relevant legislation. The scope of our Integrated Management System is ''The provision of trusted ICT support under maintenance agreement, providing Managed Services, Sales and Consulting in ICT''.

To achieve all the above, the Management of the company:

♦ Adopted an Integrated Management System according to the International Standards of ISO 9001:2015 and ISO 27001:2022, which applies in all the activities and departments of the company.

♦ Implements the process approach on administrative and technical level.

♦ Periodically monitors directly and through specific roles, the Integrated Management System, in order to ensure its effectiveness and to establish corrective actions if required.

♦ Provides management direction and support for information security and personal data protection in accordance with business and contractual requirements and the relevant laws and regulations.

♦ Ensures that the Integrated Management System is maintained and continuously improved through a program of audits and reviews.

♦ Evaluates the operational risks and opportunities arising both, inside and outside the company, and which may affect its operation.

♦ Evaluates and selects its external providers and maintains mutually beneficial relationships.

♦ Ensures that the Integrated Management System is communicated, understood, implemented and maintained at all corporate levels.

♦ Ensures the protection of the collected Personal Data according to the GDPR and the Security of the Information, ensuring the confidentiality, integrity and availability of the information for the benefit of the business itself, its employees, customers and partners.

♦ Established mechanisms to support timely and rapid identification and prevention of information security threats and effective response when such threats occur.

♦ Protects the investment in information and communication technologies and raises awareness of the risks inherent in corporate information systems.

♦ Sets measurable business objectives according to operational criteria. These measurable objectives are established, measured, analysed and reviewed, to ensure the degree of achievement.

Through the IMS, the Management aims:

▪ To reduce any type of complaints (from any interested parties)
▪ To increase customers satisfaction through the provision of quality products and secure services
▪ To ensure confidentiality, integrity and availability of the information
▪ To continuously detect risks and prevent their occurrence the possible extent

Adopting the principle of **continuous improvement**, the Management recognizes and rewards teamwork and the individual effort, invests in people, respects the customers and is committed in the continuous monitoring of the operational risks, the achievement of the above objectives for the benefit of the interested parties related with us.

V.L Toolbox Express Computer Solutions Ltd

Vasilis Leontiou   22.01.2025
Managing Director