



**INFORMATION SECURITY
POLICY**

Review 00

CONTACT BPO S.A.C., a company dedicated to providing contact center services, including customer service, sales solution creation (lead generation, e-commerce, multichannel sales closure, and data analytics), collections management, back-office management, web and mobile application development, database updates, survey generation, and customer experience evaluation, among others.

It has decided to implement an Information Security Management System based on ISO 27001 standard, with the aim of preserving the confidentiality, integrity, and availability of information, protecting it from a wide range of threats, and ensuring business continuity, minimizing damage, maximizing return on investments and business opportunities, and promoting continuous improvement.

The General Management of **CONTACT BPO S.A.C.** is aware that information is an asset with high value for the organization and therefore requires adequate protection.

The General Management of **CONTACT BPO S.A.C.** establishes the following objectives as the foundation, starting point, and support of information security objectives and principles:

1. Establish and continuously improve the Information Security Management System.
2. Implement operational controls for information security management.
3. Foster the participation of internal staff in the Information Security Management System.

Through the development and implementation of this Information Security Management System, **CONTACT BPO S.A.C.** undertakes the following commitments:

- Develop products and services that comply with applicable information security requirements by identifying the requirements applicable to the business lines developed by the organization and included in the scope of the Information Security Management System.
- Prevention and detection of viruses and other malicious software through the development of specific policies.
- Business continuity management by developing continuity plans based on internationally recognized methodologies.
- Establishment of the consequences of security policy violations, which will be reflected in contracts signed with stakeholders, suppliers, and subcontractors.
- Act at all times with the highest professional ethics.

CONTACT BPO S.A.C. is committed to continuously improving the Information Security Management System and establishes and reviews the objectives of the Information Security Management System. This information is communicated to the entire organization through the document management system installed in the organization and its publication on informational boards. It is reviewed annually for adequacy and, exceptionally, in the event of special situations and/or substantial changes in the Information Security Management System. It is available to the general public.

Hugo Ismodes
General Manager
May 19th, 2021