Objective:

The objective of the Information Security Management System for Typeform SL is to ensure business continuity and minimize the risk of damage by preventing security incidents and reducing their potential impact.

Commitment:

Typeform SL is dedicated to supplying and supporting "Typeform" and “VideoAsk” by delivering quality IT solutions and infrastructure that perform as intended and meet our customers' requirements. Our primary goal is to exceed customer expectations by providing cost-effective solutions with minimal inconvenience, thereby sustaining our reputation as a quality provider of product-based solutions.

Key Principles:

1. Innovation and Expertise:
    - Stay updated with the latest Cloud technology solutions.
    - Apply our expertise creatively and proactively.
2. Customer Focus:
    - Maintain an efficient and orderly approach to fulfilling customer requirements.
    - Identify salient issues early and ensure timely delivery of services.
    - Communicate with customers regularly, showing continuous interest in their technical problems.
3. Resource Management:
    - Provide the right resources and employ the right people to ensure effective organizational operation.

Commitments:

- Ongoing compliance and maintenance of the ISO 27001 Standard, and the ISO 27018 and ISO 27017 codes of practice.
- Protection of all information assets associated with this product against internal, external, deliberate, and accidental threats.
- Achieving compliance with applicable PII protection legislation and contractual terms agreed upon with our customers.
- Maintenance and testing of Business Continuity Plans.
- Compliance with legal requirements and industry-specific governance regulations.
- Management and review of all policy statements.

- Maintenance of an Incident Management Process covering all actual or suspected breaches of information security.
- Provision of appropriate levels of training across development, support, and infrastructure management.
- Ensuring the confidentiality, integrity, and availability of information at all times.
- Consideration and implementation of appropriate risk controls.
- Management of information in various forms, including code, data, printed, and written media.
- Continual improvement of the ISMS through the establishment and regular review of measurable security objectives at relevant functions and levels of the organization.

Quality Service Improvement:

Typeform SL is committed to achieving continual quality service improvement and cost-effectiveness using the principles of ISO 27001. All staff must ensure compliance with this Information Security Policy.

Implementation:

To ensure the achievement of this policy, a Business Management System is established to meet the requirements of ISO/IEC 27001:2022, ISO/IEC 27018:2019, and ISO/IEC 27017:2015. The implementation of the Business Management System is mandatory, but its success relies on the participation and commitment of everyone at Typeform SL. Every employee will receive full support and training to ensure the business system is understood, implemented, and maintained throughout.

Signed:

Signed by:
Gorden Pretorius
EA2C568C64EF469...

Name: Gorden Pretorius

Title: Chief Technology Officer

Date: 8/6/2024