

INFORMATION SECURITY AND PRIVACY INFORMATION MANAGEMENT SYSTEM POLICY

With regards to a trustful and long-term cooperation with our customers, information security and data protection is highly significant for us. To fulfill our management and customer requirements on information security as well as being compliant on all legal requirements and contracts is the focus of our Information Security Management System (ISMS).

Our ISMS is our systematic framework for our policies and procedures that include legal, organizational and technical controls involved in our information risk management process. The core of our ISMS is the reduction of damage due to potential incidents.

With the integration of the Privacy Information Management System (PIMS) we enhanced our existing ISMS with additional requirements to establish, maintain and continually improve the PIMS. All our measures taken are intended to protect customer data when in Hemmersbach's environments (Hemmersbach as Data Processor) as well as Hemmersbach's personal data (Hemmersbach as Data Controller) against accidental, unauthorized or unlawful access, disclosure, alteration, loss, or destruction.

Information Security is ensured through the following three objectives:

- Confidentiality
- Integrity
- Availability

By integrating our objectives into our strategic decision-making, business planning and governance processes, we strive to accomplish this high level of performance along with continuous improvement.

To reach the goals we set, we measure progress against them and share them with stakeholders, where appropriate. Goals are reviewed regularly to ensure they remain appropriate and achievable.

Roles and Responsibilities

The ISMS and PIMS are maintained by the Information Security Officer and Data Protection officer respectively, supported by the department heads. All employees are responsible for adhering to security policies and reporting incidents promptly.

Security Awareness and Training

Hemmersbach provides regular training and awareness programs to ensure all personnel understand their responsibilities in protecting information and maintaining privacy and information security.

Incident Management

Hemmersbach has established procedures for identifying, reporting, and responding to security incidents. All incidents are managed promptly to minimize impact and prevent recurrence.

Risk Management and Business Continuity

We conduct regular risk assessments and maintain business continuity plans to ensure resilience and uninterrupted service delivery in the face of potential threats.

Continual Improvement

Our ISMS and PIMS are subject to ongoing review and improvement to adapt to evolving risks, technologies, and business needs.

Contact

In case of any questions, please do not hesitate to send an email to qualitymngt@hemmersbach.com