

## QUALITY AND INFORMATION SECURITY POLICY

Getsolution by Paola Generali (hereinafter Getsolution) believes that the quality of processes and information security must compete if we want to provide an excellent service to the customer, whose satisfaction has always been the main driver of every business choice.

Getsolution therefore declares its commitment to create and maintain an Integrated System for the Security of Information, Personal Data and Quality, pursuing a continuous improvement of the processes put in place for the provision of services to its customers, with the aim of, among other things:

- Ensure maximum security of customer information, in terms of confidentiality, availability and integrity of information and personal data (with particular attention to compliance with EU Regulation 2016/679 on the Protection of Personal Data) themselves, thus providing a high value-added service.
- Provide services in line with customer expectations, in terms of compliance with agreed deadlines and service levels.
- To take the quality of the relationship with the customer as a priority, also recognizing the importance of relationships with suppliers and their enhancement, with a view to common growth.

Getsolution is committed, also through the participation of its employees, to ensure the quality and continuous improvement of the service, the protection of data, also in accordance with legislative provisions, compliance with Company Procedures and any other agreement signed with the interested parties.

Getsolution pursues the continuous improvement of its Integrated Management System, identifying the following principles:

- Provide a fundamental support service to the company's Core Business through tools and means technologically in line with progress and keeping them in perfect efficiency;
- Define the roles and responsibilities of the personnel involved in the management of Information Security and Quality;
- Define the roles and responsibilities of the organization with regard to the processing of personal data carried out, also by stipulating the appropriate agreements on the protection of personal data;

- Periodically identify potential risks and opportunities that may arise, planning and implementing appropriate actions aimed at addressing them and ensuring the normal continuation of the company's activities and improving the effectiveness of the Management System;
- Periodically and systematically identify threats to data, assessing their exposures to the specific risks of loss of confidentiality, integrity and availability of data and implementing appropriate preventive actions;
- Ensure compliance of personal data processing operations with the applicable regulations on the subject, as well as with EU Regulation 2016/679, including through the performance of periodic privacy audits;
- Train staff in carrying out activities in order to protect company assets and assess and recognise the professional and human value of its employees as a company asset, committing themselves to constant growth of the same;
- Encourage the dissemination of culture and awareness of the security and protection of data and information and compliance with the Procedures aimed at pursuing the Quality of the services rendered by the Company and their continuous improvement;
- Deal quickly, effectively and scrupulously with emergencies or accidents that may occur in the performance of activities, also collaborating with third parties or bodies in charge;
- Ensure the definition and full compliance with the procedures provided for by EU Regulation 2016/679 on the management of personal data breaches (Data Breach);
- Comply with the laws and regulations in force in the reference market, and in any case comply with standards identified with a sense of responsibility and awareness;
- Carry out control and review activities on the activities carried out and on the processing of personal data carried out, starting from the most critical ones in order to maintain a constant efficiency of the systems involved in the provision of services
- Consider the importance of maintaining a prompt response to market developments through a flexible and competitive organization, always attentive to news and improvement of its offer.
- Adopt a process-based approach in structuring activities, as identified by international standards as an effective approach to ensure quality and efficiency of services.
- Recognize the professional and human value of its employees as a corporate asset and commit to constant growth, committing itself to constant motivation and training of human resources.

- To ensure the highest quality of the services offered to customers and other stakeholders, also thanks to the adoption of an external procurement control system, documented by filling in supplier evaluation forms;
- Minimize the risks regarding the quality of services, provided through any third parties involved through the regulation of relations with the suppliers used; if third parties process personal data, contractual agreements relating to data processing will be signed, defining the appropriate security measures that the supplier must guarantee.
- Recognize that the quality of one's management is decisive for the realization of the company's business, and for the creation of value for one's customers. Commit to planning, developing, updating and communicating the objectives of the Management System in order to improve its implementation.
- Ensure that all personnel at any level understand and comply with the objectives set by the Management System.

The Management has identified its Representative in charge of managing the Information Security Management System (Information Security Manager or ISMS Manager) and Quality Manager in charge of managing the Quality Management System.

The Management undertakes to periodically review this Policy in order to keep it in line with the context in which Getsolution operates.