Security and Business Continuity Policy

The General Management of COSTAISA agrees that the provision of the Organization business services requires guaranteeing, at any time, the confidentiality, integrity and availability of the information object of treatment and of the activities that support it.

In order to guarantee the quality and excellence in the activities that support the services provided and the processing of information, an Information Security Management System (hereinafter, ISMS) has been developed and implemented, and a Business Continuity Management System (hereinafter BCMS), which constitutes the frame of reference to achieve the accomplishment of this commitment.

This Security and Business Continuity Policy establishes the guidelines and principles followed by COSTAISA to guarantee compliance with the defined objectives. These objectives are those indicated below:

- Make clear the General Management commitment in relation to security of information and continuity of activities, in line with the business strategy.
- Define, develop and implement the technical and organizational controls that are necessary to guarantee the confidentiality, integrity and availability of the information managed in COSTAISA, as well as business continuity.
- Ensure compliance with current legislation about personal data protection and the information society, as well as all applicable legal, regulatory and contractual requirements.
- Create a "safety culture" both, internally in relation to all staff, and externally, in relation to COSTAISA customers and suppliers.
- Consider the security of information and the continuity of the business as a process of continuous improvement, which allows reaching increasingly advanced levels of security.

To guarantee the achievement of the established objectives, regulations and procedures have been developed which detail the technical, organizational and management measures necessary to guarantee compliance with the guidelines established in this Policy.

The ISMS and the BCMS will be permanently updated and will be reviewed periodically to guarantee its adaptation to the specific needs of COSTAISA. In this process the members of the Organization will be involved from the beginning, and a positive, critical and constructive attitude will be promoted in the permanent search for improvement and quality, in the provision of services to clients and information treatment.

This review and evaluation process is part of a commitment to continuous improvement of the ISMS and the BCMS. The certification of the ISMS by an independent body is the result of the sensitivity of the General Management in relation to the activities that support business continuity and the treatment and management of information, and aims to ensure the achievement of adequate levels of confidentiality, integrity and availability in relation to this treatment, as well as business continuity.

Said certification is based on the following standards:

- UNE-EN ISO / IEC 27001: 2017 (Requirements for information security management systems).
- UNE-EN ISO / IEC 27002: 2017 (Code of Good Practices for the Management of Information Security).
- UNE-EN ISO / IEC 22301: 2015 (Requirements for Business Continuity Management Systems).
- National Security Scheme (RD 3/2010).

Management, committed to providing the necessary means to achieve the established objectives, counts on the collaboration of all employees and stakeholders involved, and assumes the responsibility for the motivation and training of them in the knowledge and compliance with this Policy.

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