

## **POLITIKA BEZBEDNOSTI INFORMACIJA**

**M Plus Serbia d.o.o. Beograd** je prva kompanija za pružanje usluga kontakt centra i biznis proces outsourcinga u Srbiji.

Menadžment M Plus Serbia d.o.o Beograd donosi ovu politiku, sa ciljem zaštite informacija korisnika, kompanije, zaposlenih, dobavljača i drugih zainteresovanih strana, kao i kontinuiteta njihove raspoloživosti pri obavljanju poslovnih aktivnosti.

### **Staranje o poverljivim informacijama**

Da bismo sačuvali privatnost klijenata i krajnjih korisnika, u okviru naših usluga brinemo o zaštiti poverljivih informacija korisnika i same kompanije, u svim našim poslovnim procesima.

### **Zaštita informacione imovine**

Ova politika daje okvir za uspostavljanje ciljeva bezbednosti informacija, zaštite informacione imovine i osiguranja kontinuiteta kritičnih poslovnih aktivnosti u slučaju neplaniranih događaja.

Kako bi osigurao poverljivost, integritet i dostupnost informacija, u skladu sa zahtevima standarda ISO 27001, Tim za bezbednost informacija M Plus Serbia d.o.o. kontinuirano procenjuje rizike za bezbednost informacija i preduzima mere za zaštitu od pretnji po informacionu imovinu.

Od zaposlenih i spoljnjih saradnika preduzeća, očekuje se da koriste informacionu imovinu u legitimne poslovne svrhe, uz njenu zaštitu i očuvanje poverljivosti, nepovredivosti (integriteta) i raspoloživosti imovine.

## **INFORMATION SECURITY POLICY**

**M Plus Serbia d.o.o. Beograd** is the first Company for providing Call Center Services and Outsourcing Business Process in Serbia.

The Management of M Plus Serbia d.o.o. Beograd adopts this business Policy in order to protect all and any information regarding the customers, Company, employees, and the other interested parties, as well as providing continuity of accessibility in performing business activities.

### **Securing confidentiality of Information**

In order to secure confidentiality to customers and end users within our services, we are engaged in protecting the trustworthy information received from users, as well as ones regarding the company itself, in all of our business processes.

### **Protection of information assets**

This Policy presents guidelines for establishing information security goals, protection of information assets and ensuring the continuity of critical business activities in case of unplanned events.

In order to ensure confidentiality, integrity and accessibility of information, all in accordance with requirements of the ISO Standard 27001, Information Security Team of M Plus Serbia d.o.o. continuously estimates the risks for information security and undertakes all necessary measures in protection from the threats to information assets.

It is expected, from the employees and external associates, to use information assets for legitimate purposes only, provide security and confidentiality of such data, as well as their inviolability (integrity) and accessibility at all times.

Efektivan sistem bezbednosti informacija ostvarujemo preko ciljeva bezbednosti informacija, koji obuhvataju: bezbednost informatičkog okruženja, primenu pouzdanih IT rešenja, primenu principa inženjeringa bezbednosti sistema, primenu bezbednosnih uputstava, testiranje rešenja na bezbednost, preispitivanje bezbednosnih rizika, primenu kontrolnih mera za smanjenje bezbednosnih rizika, analizu bezbedonosnih incidenata i usavršavanje znanja za oblasti bezbednosti informacija.

Effective Information Security System is accomplished by using security information goals that include following: Security of information environment, application of reliable IT solutions, using the principles of security engineering system, applying security instructions, testing security solutions, reviewing security risks, applying of all control measures for reduction of security risks, analyzing security incidents and improving knowledge related to information security.

### Usklađenost poslovanja

Društvo M Plus Serbia d.o.o. Beograd obavlja svoje poslovne aktivnosti sa integritetom i usklađenošću sa važećim zakonskim propisima koji se odnose na rad firme, a posebno na poštovanje pravila zaštite podataka o ličnosti, zaštite poslovne tajne, autorskih i licenciranih prava.

### Business alignment

Company M Plus Serbia d.o.o. Beograd performs its affairs with integrity and in compliance with the current legal regulations pertaining to the work of the company, and in particular complying with the rules of personal data protection, business secrecy, copyright and license rights.

U Beogradu,  
21.02.2023.



Marko Martinović, generalni direktor