

## **POLITIKA INFORMACIJSKE VARNOSTI**

**M Plus Slovenija d.o.o.** je podjetje, ki nudi storitve kontaktnega centra in zunanje izvajanje poslovnih procesov v Sloveniji.

Poslovodstvo M Plus Slovenija d.o.o. sprejema to politiko z namenom varovanja podatkov uporabnikov, podjetja, zaposlenih, dobaviteljev in drugih zainteresiranih strani ter njihove neprekinjenosti pri opravljanju dejavnosti.

### **Ravnanje z zaupnimi informacijami**

Z namenom ohranjanja zasebnosti naročnikov in končnih uporabnikov v okviru naših storitev skrbimo za varovanje zaupnih podatkov uporabnikov in podjetja samega v vseh naših poslovnih procesih.

### **Zaščita informacijskega premoženja**

Ta politika zagotavlja okvir za vzpostavitev ciljev informacijske varnosti, zaščito informacijskih sredstev in zagotavljanje kontinuitete kritičnih poslovnih dejavnosti v primeru izrednih dogodkov.

Z namenom zagotavljanja zaupnosti, celovitosti in dostopnosti informacij, v skladu z zahtevami standarda ISO 27001, ekipa za informacijsko varnost M Plus Slovenija d.o.o. nenehno ocenjuje tveganja informacijske varnosti in sprejema ukrepe za zaščito informacijskega premoženja pred grožnjami.

Od zaposlenih in zunanjih sodelavcev družbe se pričakuje, da bodo informacijska sredstva uporabljali za zakonite poslovne namene, pri čemer bodo varovali in ohranjali zaupnost, nedotakljivost (celovitost) in razpoložljivost sredstev.

## **INFORMATION SECURITY POLICY**

**M Plus Slovenija d.o.o.** is the Company that provides Call Center Services and Outsourcing Business Process in Slovenia.

The Management of M Plus Slovenija d.o.o. 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 Slovenija 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.

Učinkovit sistem informacijske varnosti dosežamo s cilji informacijske varnosti, ki vključujejo: varnost informacijskega okolja, uporabo zanesljivih informacijskih rešitev, uporabo principov sistemkega varnostnega inženiringa, uporabo varnostnih navodil, testiranje varnostnih rešitev, pregled varnostnih tveganj, uporabo nadzornih ukrepov za zmanjševanje varnostnih tveganj, analizo varnostnih incidentov in izboljšanje znanja na področju informacijske varnosti.

### **Skladnost poslovanja**

Družba M Plus Slovenija d.o.o. opravlja svoje poslovne dejavnosti pošteno in v skladu z veljavnimi pravnimi predpisi, ki se nanašajo na delo družbe, še posebej z upoštevanjem pravil o varstvu osebnih podatkov, varovanju poslovnih skrivnosti, avtorskih in licenčnih pravicah.

Koper, 15.08.2024

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.

### **Business alignment**

Company M Plus Slovenija d.o.o. 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.

A handwritten signature in blue ink is written over a horizontal line. To the right of the signature is the Mplus SLOVENIJA logo, which consists of a stylized 'M' with a plus sign inside a circle, followed by the text 'Mplus' and 'SLOVENIJA' below it.

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