



## INFORMATION SECURITY POLICY

**ESB Sistemas**, aware of the importance of guaranteeing maximum security for its customers from both an operational and legal standpoint, has established a model of action that protects information from threats and unauthorised access with the aim of preserving the confidentiality, integrity and availability of information, always ensuring business continuity in the event of any accident or unforeseen circumstance.

The entire organisation is involved in this fundamental goal, and in addition, the position of Security Manager has been created, with sufficient authority to play an active role in the Information Security Management System, supervising its implementation, development and maintenance.

In order to comply with applicable regulations on security in general and IT security in particular, **ESB Sistemas** has established control mechanisms whose objectives are:

- To ensure compliance with current legislation, regulations and agreements with third parties in relation to information security.
- Ensure the confidentiality of the data obtained and managed, ensure the availability of information systems, both in the services offered to customers and in internal management, as well as ensure the integrity of the information, preventing any alterations to it.
- Ensure continuity in the company's operations in order to allow the normal functioning of critical services, even when some of its functions are damaged by an internal or external accident.
- Promote competence, awareness and training in information security.
- Establish employee responsibility for reporting security breaches; preserve the confidentiality, integrity and availability of information assets in compliance with this policy and comply with the policies and procedures inherent in the Information Security Management System.
- Promote the continuous improvement of the Information Security Management System.

12 January 2026

The Management