

INFORMATION SECURITY POLICY

The Management of **IKNOWHEALTH S.A.** is committed to and aims to:

- Meet its customers' needs in every transaction with the Company.
- Ensure the security and protection of information and personal data relating to all interested parties, as well as the protection of the personal data it processes, including data hosted or processed through public cloud services.
- Ensure that the processing of personal data is carried out solely for lawful, specified and documented purposes, in accordance with the Company's instructions and applicable data protection requirements.
- Continuously improve the quality of the services and products provided to its customers in order to meet their needs to the greatest possible extent.
- Ensure that the use of cloud services is performed in accordance with established information security requirements, taking into consideration the distinct roles and responsibilities shared between the Company and cloud service providers.
- Provide all necessary resources for the implementation, maintenance and continual improvement of the Information Security Management System.
- Ensure that cloud service providers are evaluated and selected based on documented criteria relating to information security, compliance, business continuity and the protection of information processed or stored within their infrastructures.
- Ensure that cloud service providers offer adequate transparency regarding their security practices, the location of data storage, the management of information security incidents and the possibility of conducting audits where contractually applicable, as well as ensuring that, upon termination of the cooperation, procedures are in place for the secure return, transfer or permanent deletion of information and personal data.
- Ensure the efficient operation of the Company through full compliance with all applicable legal, regulatory and contractual requirements relevant to its activities and to information security.

The Information Security, Cloud Services Security and Protection of Personal Data in Public Cloud Policy, together with the Information Security Objectives, are established and maintained in full alignment with the Company's context and strategic direction. These objectives form an integral part of the Company's internal control processes, monitoring activities and management review processes, with the ultimate goal of continuously enhancing customer satisfaction. The Company's business growth, including increased sales and the maintenance or expansion of its workforce, is closely linked to achieving high levels of customer satisfaction, minimizing customer complaints and reducing nonconformities within the management system.

Within this framework, **IKNOWHEALTH S.A.** aims to:

- Develop and establish simple and flexible operational procedures.
- Standardize working methods and practices.



- Ensure the consistent security of the services provided.
- Develop mechanisms for the timely prevention and detection of problems and information security incidents.
- Continuously improve and modernize the Company's organizational structure.
- Enhance customer satisfaction.

IKNOWHEALTH S.A. firmly believes that the implementation of an **Information Security Management System (ISMS)**, enhanced with controls for **Cloud Security** and the **Protection of Personally Identifiable Information (PII) in Public Cloud**, in accordance with **ISO/IEC 27001:2022, ISO/IEC 27017:2015 and ISO/IEC 27018:2025**, will make a significant contribution to achieving the Company's strategic objectives.

We firmly believe that information security is achieved through the effective organization of the Company and through the analysis, documentation, establishment and implementation of clear operational procedures and specific policies that are consistently followed by everyone until the desired results are achieved.

We hereby declare that within the Company:

- Security is a fundamental principle governing all Company activities.
- Information security is fully aligned with the Company's philosophy and operating principles.
- Customers are the ultimate judges of the quality of the Company's products and services.

FROM THE MANAGEMENT

IKNOWHEALTH S.A.
IT Services
10 Vlachernon Str.
Athens, Greece, 15124
Vat No: 996541942 - Tax Office: Kefode Attikis
TEL: +30 2106100621