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INFORMATION SECURITY POLICY

At Cloudgaia, we recognize that information is a strategic asset for carrying out our consulting, implementation, development, integration, and optimization activities related to technology solutions—with a specialization in the Salesforce ecosystem—as well as for our data processing and analysis services. Protecting this information is essential to building trust with our clients, ensuring the continuity of our operations, and preserving the value of the services we provide.

The General Management is committed to establishing, implementing, maintaining, and continuously improving the **Information Security Management System (ISMS)**, providing the necessary resources to manage risks and protect the confidentiality, integrity, and availability of information, in compliance with the requirements of the **ISO/IEC 27001:2022 standard**, applicable legislation, contractual commitments, and the expectations of stakeholders.

To this end, Cloudgaia commits to:

- Protect the information of our clients, employees, suppliers, and organization against internal and external threats.
- Identify, evaluate, and address information security risks using a systematic risk management approach.
- Provide the necessary human, technological, and financial resources to ensure the effectiveness of the ISMS.
- Promote a security culture through ongoing awareness programs, training, and shared responsibility.
- Establish controls to protect information assets, including identity and access management, device protection, information classification, business continuity, and incident response.
- **Comply with legal, regulatory, contractual, and other applicable requirements**, as well as obligations assumed with clients, suppliers, and other interested parties.
- **Continuously improve the Information Security Management System** through periodic risk reviews, internal audits, performance results, changes in the organizational context, and management reviews.

This Policy provides the framework for establishing information security objectives. It is communicated to all staff and relevant stakeholders. It will be reviewed periodically to ensure its continued appropriateness, adequacy, and effectiveness.

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Sign

Signed by:
Samantha Mitchell
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Samantha Mitchell

CEO

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