

## Information Security Policy

Interactive is a leading provider of Cloud, Cyber and Systems services. Interactive's purpose is to keep technology human, its vision is to be our customer's trusted technology partner, and this is achieved through our mission to provide exceptional service delivery.

Information Security is defined as the protection of confidentiality, integrity and availability of information. To protect the organisation and support its vision as a trusted technology partner, Interactive has established and maintains an efficient and effective Information Security Management System (ISMS). Our ISMS is planned, developed, communicated and integrated into all the functions of the company. Interactive's ISMS policy is communicated to all interested parties including customers and contractors who engage in work on Interactive sites.

### ISMS Objectives

- Manage information security using a risk management framework with a criteria for evaluating the risk, based on the impact on confidentiality, integrity and availability, and to implement appropriate controls based on the risk outcomes.
- Comply with applicable legal, regulatory requirements and contractual security obligations.
- Ensure the ISMS is certified against the ISO/IEC 27001:2013 standard.
- Continually improve the ISMS through the establishment and regular review of measurable security objectives at relevant functions and levels of the organisation.
- Ensure continuity of business operations in the event of a crisis or disaster through the formulation, maintenance and periodic testing of business continuity plans.
- Require contractors and third parties working on our behalf to ensure that the confidentiality, integrity and availability requirements of all business systems are met.
- Report and investigate suspected or actual information security breaches in an efficient and timely manner.
- Promote security awareness and provide appropriate information security education and training for our staff, applicable contractors and third parties.
- Ensure procedures are in place for handling of exemptions or exceptions.

### Scope

The ISMS scope includes information security controls for Interactive's services as described in corresponding Statements of Work and the following supporting business areas:

- Service Desk – Providing 24/7 virtualised call logging services
- Technology – Supporting internal IT systems and applications
- People and Culture – Providing recruitment, training, employee benefits and performance management
- Interactive Repair Centre – Supporting Hardware Maintenance by repairing devices
- Legal – providing internal legal services
- Procurement – providing supply chain management services



## Out of Scope

The ISMS scope does not include the security controls which customers are responsible for, including customer tenancies in the Cloud environments.

The security controls for the business processes, staff, information systems or physical security of third-party activities are out of scope because these activities are not under the direct management of Interactive. (Assurance of third-party activities is in scope, performed through contractual agreements and security reviews).

Security controls which third party public cloud providers are responsible for are outside of scope, however the Cloud and managed service; Infrastructure-as-a-Service core services are in scope.

EraseIT operates under its own ISMS and is outside of Interactive's ISMS scope.

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## Document History & Approval

Date	Description	Author	Approver/s
1 August 2023	<p>Updated to:</p> <ul style="list-style-type: none"><li>• reflect new business unit names:<ul style="list-style-type: none"><li>○ Systems (previously Hardware Maintenance)</li><li>○ Cloud (previously Cloud Managed Services and Data Centre and Business Continuity services)</li><li>○ Cyber (previously Cloud Managed Services)</li></ul></li><li>• align with ISO27001:2022 standard as Interactive works through transition to the new standard by 2025.</li></ul>	Senior Manager - Security Governance, Risk & Compliance, Melanie Nguyen	Chief Information Security Officer, Fred Thiele  Chief Executive Office, Brendan Fleiter