

CYBERSECURITY

Technical and Organisational Measures

Version 1.2



This document outlines the technical and organisational measures (TOMs) that aligns with Advanced policies applicable to our entire product range. These measures are regularly revised and enhanced to maintain a security standard suitable for mitigating risks and complying with legal and contractual obligations related to personal data processing.

Security Management and Operations

- Advanced is committed to ensuring the confidentiality, integrity, and availability of its information assets. Everyone at Advanced understands and embraces their responsibility to protect data and systems from any abuse.
- We take an active, risk-based and proportionate approach to security, identifying and protecting your data.
- We build security and resilience into the design of all our products and services and use defence in depth, never relying on only one control to protect our systems.
- All staff members undergo mandatory security awareness training to ensure they are equipped with the necessary knowledge and tools to maintain the security standards of our products and safeguard customer data.

Identity and Access Management

- Access to information systems and resources is based on the principle of least privilege.
- Strong authentication is used for access to sensitive data or environments and for higher levels of privileges.
- User access is reviewed and updated periodically.

System and Network Security

- Layered network security controls are used to protect our networks, both on premise and in the cloud.
- Secure network configurations, including public and private cloud environments, are enforced.
- Endpoints that reside within our networks or that access our networks are appropriately secured and monitored.
- We regularly test our networks and endpoints for vulnerabilities and misconfigurations.

Vulnerability Management

- Vulnerability assessments are performed routinely to ensure all relevant infrastructure has been assessed for the risks in the environment.

Data Privacy and Security

- Data privacy and security measures are enforced based on the Data Protection Policy and Information Security Policy.
- Personal data and special category personal data will be processed in accordance with the General Data Protection Regulation, and any other applicable legislation in the jurisdictions in which Advanced operates.
- All personal data will be protected by appropriate technical and organisational measures based on the nature of the data and the associated risk.

Incident Response and Management

- Our networks and resources are monitored for security incidents.
- An Incident Response Team responds to security incidents and handles security breaches. The team also documents and analyses every security incident for future prevention.

Business Continuity and Disaster Recovery

- Services are designed to achieve the contracted availability SLAs by using availability zones, separate data centres or equivalent measures.
- Data is backed up on a periodic basis based on a risk-based approach and stored in readiness should there be a requirement for it.

Physical Security

- Advanced adheres to stringent physical security controls in compliance with ISO/IEC 27001 standards, ensuring that our physical access, equipment, and facilities are rigorously protected against unauthorised access and potential security breaches.
- Data centre facilities strategically located, externally secure with 24/7 managed services security guards, CCTV, zoned card access, and biometric access controls for designated areas.

Compliance

- Advanced ensures compliance with applicable legal, regulatory, and industry standards, prioritising data security and operational integrity. Our commitment extends to continuous monitoring and adaptation to maintain the highest level of compliance and protect our stakeholders.
- This commitment is further evidenced by our ISO/IEC 27001 certification.

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