

# Information Security Policy

At Virtualtech Outsourcing Services Private Limited, we prioritize the security and privacy of all information assets entrusted to us. As a provider of Knowledge Process Outsourcing (KPO) and IT-enabled Services (ITeS) for Accounting, Payroll Management, and related services, we are committed to upholding the following principles:

**Confidentiality:** We ensure that sensitive information is disclosed only to authorized individuals or entities, maintaining the highest level of confidentiality in all our operations.

**Integrity:** We uphold the accuracy and completeness of information, preventing unauthorized alteration or manipulation to maintain the trust of our clients and stakeholders.

**Availability:** We ensure the accessibility and usability of information and information systems when required, ensuring uninterrupted services for our clients.

**Privacy:** We respect the privacy of personal and sensitive information entrusted to us, adhering to strict principles of consent, purpose limitation, data minimization, security, and transparency.

**Business Critical Information:** We are committed to securing and maintaining the confidentiality, integrity, and availability of business-critical information, ensuring its protection against unauthorized access or disclosure.

**Regulatory Compliance:** We comply with all regulatory and legislative requirements regarding intellectual property rights, data protection, and privacy of personal information, ensuring legal and ethical standards are met in all our activities.

**Business Continuity:** We ensure that business continuity plans are properly enumerated, established, maintained, and tested, minimizing the impact of disruptions on our operations and services.

**Information Security Awareness:** We deliver information security awareness to our workforce, to enhance understanding and adherence to security policies and procedures.

**Incident Management:** We are committed to reporting and investigating all incidents related to security breaches and irregularities promptly, taking appropriate actions to mitigate risks and prevent recurrence.

**Continual Improvement:** We embrace a culture of continual improvement, regularly reviewing and enhancing our information security and privacy practices to adapt to evolving threats and challenges.

**Policy Review and Updates:** This Information Security & Privacy Policy is reviewed annually and updated as necessary to ensure its relevance and effectiveness in protecting information assets and privacy.

At Virtualtech Outsourcing Services Private Limited, we are dedicated to maintaining the highest standards of information security and privacy to safeguard the interests of our clients, employees, and stakeholders.