Information and Personal Data Security Policy Statement

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It is the policy at Friend to provide a secure service to our customers and to comply with the ISO27001: 2022 standard and any applicable legislation such as the UK General Data Protection Regulations Legislation (UK GDPR), the UK Data Protection Act of 2018 and EU General Data Protection Regulations Legislation (EU GDPR), where applicable. Personal data is a specific category of sensitive information and should be considered as included within all references to information within this policy.

We ensure all information controlled and processed by the company, or by others on behalf of the company, is securely protected against the consequences of breaches of confidentiality, failures of integrity or interruptions to the availability of that information.

Information is an asset which, like other important business assets, has value to an organisation and, where Personal Data is involved, value to the Data Subject, the individual. Consequently, this needs to be suitably protected. Our Information Security measures protect information from a wide range of threats in order to ensure the rights of the individual are upheld, business continuity is maintained, business damage is minimised, and return on investments and business opportunities is maximised.

All types of information or personal data; printed or written on paper, stored electronically, transmitted by post or using electronic means, shown on films, or spoken in conversation, and the means by which it is shared or stored, is always appropriately protected.

We aim to continually improve the effectiveness of our management system and our performance by:

- Reviewing our Information Security Management System (ISMS) on a regular basis and encouraging employees to review their working practices and suggest methods for improvement where appropriate.
- Implementing specific information security objectives and targets that are regularly monitored, reviewed and reported in our Management Review meetings where the ongoing suitability of this policy is reviewed.

Our information security objectives include the preservation of:

- Confidentiality – ensuring information is accessible only to those authorised to have access
- Integrity – safeguarding the accuracy and completeness of information and processing methods including provision and disposal
- Availability – ensuring authorised users have access to information and associated assets when required

Information security objectives are achieved by the implementation of a set of technical, physical and managerial controls, supported by policies, procedures and guidelines.

This policy is issued and explained to all employees upon commencement of employment with the company and is available to all other relevant interested parties. Any revisions will be incorporated when necessary and be brought to the attention of all applicable interested parties.

Robert Williams
Information Security Manager

This Information and Personal Data Security Policy Statement was last reviewed on the 19 September 2025