

INFORMATION SECURITY POLICY STATEMENT

Purpose

The Message Centre (TMC) is committed to preserving the **confidentiality, integrity, and availability** of information across all systems and services. This policy defines TMC's approach to managing information security risks and provides the framework for establishing and reviewing information-security objectives aligned with organisational strategy and client expectations. TMC is committed to meeting all applicable **legal, regulatory, and contractual obligations** and to the **continual improvement** of its Information Security Management System (ISMS).

Scope

This policy applies to all TMC employees, contractors, and third-party service providers who access, process, store, or manage information on behalf of TMC. It covers all information assets—digital and physical—across TMC's operations, including the Octopus™ platform, client systems, telephony and CRM tools, and supporting cloud infrastructure.

Goals

TMC's information security goals form the framework for measurable objectives within the ISMS. These goals are to:

- **Protect client and company information** from unauthorised access, disclosure, alteration, or destruction.
- **Maintain the availability of critical systems and services** to ensure uninterrupted client operations.
- **Comply with all statutory, regulatory, and contractual information-security requirements** across jurisdictions where TMC operates.
- **Embed information security into daily operations**, ensuring that risk management and data protection are part of decision-making processes.
- **Develop and maintain staff awareness and competence**, ensuring all personnel understand their responsibilities in safeguarding information.
- **Continually improve** the ISMS through monitoring, audits, and management review to enhance effectiveness and resilience.

Communication

This policy is communicated internally through awareness sessions, training, and consultation. It is available to clients, regulators, and other interested parties upon request. The policy is reviewed regularly to ensure continued relevance, effectiveness, and alignment with TMC's strategic goals.



Alex Del Brocco – Director