

6

Compliance Overview

Data Privacy

In recent years, Flexperto has made considerable efforts to consolidate our infrastructure with regards to IT security and our processes with regards to information security within the framework of the current standards and beyond. This includes penetration tests that are commissioned once a year by Flexperto itself or carried out on behalf of our customers.

- Flexperto hosts the entire application on bare-metal servers in **Frankfurt** in certified data centres and concludes order processing according to **German standards** or, if desired, according to the standards of the commissioning company. Furthermore, all necessary non-disclosure agreements (incl. 203 StGB) can be offered.
- For streaming video and audio data as well as for screen transmission, **servers in Germany** are also used. In addition, we offer end-to-end encryption as standard.
- Furthermore, we would like to emphasise the **end-to-end encryption** at transport level and database level, as well as individually adjustable **deletion routines** for each individual data category and the possibility to delete data immediately.
- The servers are located exclusively in **Germany**.
- All data centres in which Flexperto processes data are at least **ISO27001 certified**.

Compliance: Audits and Certifications

To ensure a consistently high level of information security and DSGVO-compliant data protection, we at Flexperto have taken appropriate measures and established management systems.

To ensure effectiveness and continuous improvement and to further strengthen the trust of our customers, we regularly conduct various audits and certifications.

ISO 27001

- Flexperto's Information Security Management System (ISMS) has been ISO 27001 certified since August 2021.
- Scope: Flexperto Communication Platform including development, operation and customer service

IDW PS 951 – SOC 2 Typ 2

- Flexperto's Internal Control System (ICS) is audited annually in accordance with the German standard IDW PS 951 and the international standard ISAE 3402.
- corresponds to a SOC 2 Type 2 report
- Latest audit covers Q1 and Q2 2021

Data Privacy

- Continuous review of our Technical and Organisational Measures (TOM) for effectiveness and adequacy with regard to the GDPR.
- Current audit from June 2021

Internal Revision

- Establishment of an internal audit department
- Regular audits and reports carried out by an auditor from Deutscher Sparkassenverlag

IDW PS 880

- Software audit according to IDW PS 880
- Scope: Software documentation, software development procedures, recording function of counselling interviews in compliance with MiFID II requirements.