



Information Security Policy Statement

At Emirates Integrated Telecommunication Company (EITC), we are committed to safeguarding the confidentiality, integrity, and availability of information stored, processed, and transmitted through our systems. As a leading telecom provider in the UAE, offering mobile and fixed telephony, broadband connectivity, IP TV, carrier services, data hub, internet exchange facilities, and satellite services, we recognize information as one of our most valuable assets. Protecting it from threats such as but not limited to fraud, sabotage, improper disclosure, privacy violations, service interruptions, and natural disasters is paramount to achieving our business objectives and ensuring compliance with legal and regulatory requirements.

Our Commitment

EITC is dedicated to implementing comprehensive information security management processes across the organization. Our key objectives are:

- To protect the confidentiality, integrity, and availability of all information within our systems.
- To ensure compliance with applicable laws, regulations, and industry-leading practices for both our data and customer data.
- To demonstrate our commitment to information security through documented policies, defined roles, and responsibilities.

Our Approach

EITC's management actively supports information security by:

- Establishing and communicating clear information security objectives.
- Allocating appropriate resources to maintain robust security measures.
- Regularly reviewing and updating our Information Security Management System (ISMS) to ensure continual improvement.
- Conducting periodic risk assessments to identify and mitigate information security risks.
- Providing regular information security awareness training for employees and relevant contractors.
- Maintaining documented policies and standards for critical areas, including risk management, data security, privacy, access management, incident management, business continuity, and physical and environmental security.
- Ensuring information security is integrated into project management and all business processes.
- Maintaining appropriate contacts with relevant authorities to stay aligned with best practices.

Continuous Improvement

EITC is committed to regularly reviewing and updating the information security policy to reflect technological advancements, regulatory changes, and emerging threats. We strive to maintain the highest standards of information security to uphold the trust placed in us by our stakeholders.

By adhering to these principles, EITC ensures that our information security practices meet the needs and expectations of our stakeholders, including customers, partners, and regulatory bodies, while fostering trust in our services.