# Integrated Policy

MatiPay Management is willing to demonstrate its commitment to providing high-quality products and services while ensuring the security of the information processed. To achieve these objectives, MatiPay implements an Integrated Management System according to UNI EN ISO 9001:2015 and ISO/IEC 27001:2022 standards.

## Integrated Policy Objectives

- **Customer Satisfaction**: ensure that products and services meet the needs and expectations of customers, continuously improving the organization's processes and performance.
- **Information Security**: protect the confidentiality, integrity, and availability of the information processed, in compliance with current regulations and international best practices.
- **Continuous Improvement**: promote a culture of continuous improvement through staff training and awareness, data analysis, and customer feedback.
- **Regulatory Compliance**: comply with all applicable laws and regulations, as well as international standards for quality and information security.
- **Business Continuity Protection**: implement advanced systems to prevent cyber-attacks, secure network infrastructure, and ensure business continuity and services provided.

## Principles of the Integrated Policy

- **Leadership and Commitment**: the company management is committed to providing the necessary resources for the implementation and maintenance of the Management System.
- **Employee Involvement**: all personnel are involved and empowered in achieving quality and information security objectives.
- **Risk Management**: identify, assess, and manage risks associated with the quality of products and services and information security, in line with ISO 27001:2022 new guidelines.
- **Transparent Communication**: maintain open and transparent communication with customers, suppliers, and other stakeholders regarding the organization's policies and practices.
- **Data Protection**: implement appropriate technical and organizational measures to protect personal and organizational data from unauthorized access, loss, or damage.
- **Backup and Restore**: use of reliable backup and restore systems to ensure data recovery in case of loss, thus granting confidentiality, integrity, and availability of information.

## Implementation Strategies

- **Training and Awareness**: organize continuous training programs for staff on quality and information security topics.
- **Internal Audits**: conduct regular internal audits to verify the compliance of the Management System and identify areas for improvement.
- **Non-Conformity Management**: implement an effective system for managing non-conformities, ensuring timely and preventive corrective actions.
- **Monitoring and Measurement**: use performance indicators to monitor and measure the effectiveness of the Integrated Management System.
- **Stakeholder Involvement**: actively involve customers, suppliers, and other stakeholders in the continuous improvement process.

Personnel serving MatiPay, at any level, are responsible for the timely application of the requirements contained in the Management System.

Mola di Bari,
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Chief Executive Officer
MatiPay s.r.l.

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