

QUALITY AND INFORMATION SECURITY POLICY

GAIA EPICHEIREIN S.A. operates in the provision of services in the agricultural sector, delivering value through consulting services and advanced software solutions. The company has established the following strategic and fundamental objectives:

- To achieve and continually improve the highest possible quality of the services it provides, ensuring the satisfaction of customer requirements as well as compliance with any relevant legal, regulatory and/or contractual obligations.
- To achieve and continually improve the highest possible level of information security, ensuring the confidentiality, integrity, and availability of the information managed, while meeting all applicable legal, regulatory, and contractual requirements and
- To maintain and continuously enhance the good image and reputation of GAIA EPICHEIREIN S.A.

To achieve the above objectives, GAIA EPICHEIREIN S.A. has established and implements across all its activities an integrated Quality & Information Security Management System (QISMS) that meets and complies with the requirements of the international standards ISO 9001 and ISO/IEC 27001, relating to quality management and information security management, respectively.

The objective of the Quality & Information Security Policy is to protect the information assets of GAIA EPICHEIREIN S.A. against all internal, external, intentional, or unintentional threats.

- The Information Security Policy aims to ensure that:
 - Information is protected against unauthorized access,
 - The confidentiality of GAIA EPICHEIREIN S.A.'s and its clients' information is safeguarded,
 - The integrity of GAIA EPICHEIREIN S.A.'s and its clients' information is maintained,
 - The availability of information essential to GAIA EPICHEIREIN S.A.'s business processes is ensured,
 - Legislative and regulatory requirements are continuously monitored and complied with,
 - The Business Continuity Plan is maintained and tested for its effectiveness,
 - Continuous training on Information Security is provided to all employees,
 - Any confirmed or suspected information security breaches are reported to the Information Security Officer, thoroughly investigated, and addressed promptly and effectively.
- All necessary supporting policies and procedures are implemented to support the Information Security Policy, including appropriate technical and organizational protection measures.
- The management of GAIA EPICHEIREIN S.A. ensures continuous compliance with legislation and with the requirements of the ISO/IEC 27001:2022 standard through ongoing monitoring of the Information Security Management System's implementation.
- Climate change issues, as identified in the organization's context analysis, are also taken into consideration.

- The Information Security Officer is responsible for maintaining this Policy and providing support and guidance during its implementation.
- All personnel in positions of responsibility are directly accountable for enforcing this Policy and ensuring the compliance of the personnel under their supervision.
- Compliance with the Information Security Policy is mandatory for all individuals working for or cooperating with GAIA EPICHEIREIN S.A.
- Any violations of this Policy are subject to disciplinary action. Each sanction depends on the nature of the violation and its impact on the information assets and facilities of GAIA EPICHEIREIN S.A.

The management of GAIA EPICHEIREIN S.A. is firmly committed to implementing the QISMS to:

- Continuously improving the Quality & Information Security Management System,
- Comply with applicable Information Security requirements,
- Ensure that all employees are informed of and understand the importance of achieving the above objectives,
- Establish and implement the QISMS effectively and
- Monitor the implementation of the QISMS, the achievement of Quality & Information Security objectives and report relevant results to GAIA EPICHEIREIN S.A.'s management.

GAIA EPICHEIREIN S.A. will use its partners' data solely for purposes related to the processing of their requests, as well as for the promotion and communication of its activities and services.

For any issue related to the General Data Protection Regulation (GDPR), or to exercise your rights as defined by the regulation, please contact dpo@c-gaia.gr.