

Corporate management system policy

At Solve.it, we believe in expertise, personal and corporate credibility, quality, teamwork and enthusiasm for our work. The ultimate goal is greater customer satisfaction.

Our chosen path was to implement management systems certified according international standards:

- The Quality Management System (**QMS**), introduced in 2005 in compliance with the **ISO 9001** standard, subsequently adapted and renewed with validity until December 2023.
- The governance system of ICT services, or the Service Management System (**SMS**) based on the **ISO / IEC 20000-1** standard, certified for the first time in 2014 and renewed with validity until October 2023.
- The Information Security Management System (**ISMS**) based on the **ISO / IEC 27001** standard, certified in 2015 and renewed with validity until December 2024.

In particular, the ISO/IEC 27001:2013 Standard states that data security is based on three aspects:

CONFIDENTIALITY

This expresses the guarantee that any given piece of information is only accessible to the processes that have to process it and the user who objectively needs it and is therefore authorized to use it.

INTEGRITY

This expresses the guarantee that any information is the one originally entered into the information system or legally modified.

AVAILABILITY

This expresses the guarantee of the availability of information based on the need for business process continuity and for the purpose of complying with regulations (both legal and non-statutory) that require the data to be retained.

The security of data and information is based on the observance of organizational, procedural and technical measures that guarantee advance protection from unauthorized access, destruction, loss, alteration or disclosure of data, unauthorized or non-compliant processing.

An effective SGSI must:

- Safeguard the interests of Solve.It and its customers
- Guarantee the integrity and confidentiality of corporate information, as well as the continuity (availability) of business activities, ensuring that the expected level of protection is implemented according to the importance of the information requiring protection
- Guarantee a virtuous and uniform behavioral model
- Ensure tracking of the authorization processes and the activities carried out for legal, fiscal and operational purposes