



Integrated Information Security, Cloud Security and PII Protection Policy Statement – Datacenter Services

The **Punjab Information Technology Board (PITB) Data Center** is committed to safeguarding the confidentiality, integrity, availability, privacy, and resilience of information assets, cloud infrastructure, customer environments, and personally identifiable information (PII) processed or hosted within its services.

The policy applies to all PITB Data Center operations, including cloud infrastructure services, supporting systems, networks, virtualization platforms, storage, backup services, physical infrastructure, personnel, vendors, and related processes.

PITB Data Center will establish, implement, maintain, and continually improve an **Information Security Management System (ISMS)** in accordance with **ISO/IEC 27001:2022**, supported by cloud security controls aligned with **ISO/IEC 27017** and privacy protection controls aligned with **ISO/IEC 27018**.

Key commitments include:

- Protecting information assets, cloud infrastructure, and customer data, where applicable, from unauthorized access, disclosure, alteration, disruption, or loss.
- Ensuring secure provisioning, operation, and management of cloud services following best practices.
- Defining and communicating shared security responsibilities with cloud customers.
- Implementing appropriate controls for access management, monitoring, vulnerability management, backup, incident management, business continuity, and change management.
- Protecting PII through appropriate privacy, confidentiality, retention, access control, and disclosure management measures.
- Ensuring PII is processed only for authorized purposes and not used for unauthorized secondary purposes, where applicable.
- Complying with applicable legal, regulatory, contractual, information security, cloud security, and privacy requirements.
- Managing information security and privacy risks through formal risk assessment and treatment processes.
- Evaluating and controlling third-party service providers according to security and service requirements.
- Promptly reporting, investigating, and responding to security, privacy, and service-related incidents.
- Providing adequate resources, governance, and oversight to support the ISMS.
- Requiring all employees, contractors, vendors, and relevant stakeholders to comply with this policy and associated requirements.

Overall, the policy establishes PITB Data Center's commitment to delivering secure, reliable, and privacy-conscious cloud infrastructure services while ensuring compliance with recognized international standards and continual improvement of its security and privacy management practices.

** The above points refer to the data owned and processed by PITB Datacenter. Customers owned data responsibility is subject to the shared responsibility access matrix as agreed with customer.*