

## Payreq's Commitment to Security and Privacy

### A Comprehensive Overview

In today's digital age, safeguarding sensitive information is paramount. At Payreq, our commitment to security and privacy is integral to our operations, ensuring that businesses and their customers can share information securely and efficiently. Here's an in-depth look at how Payreq maintains top-notch security and privacy standards across our platform.

#### Certifications

- **SOC2 and ISO27001 Certified:** Payreq is proud to be SOC2 and ISO27001 certified, reflecting our dedication to maintaining the highest standards of security and data protection. These certifications validate our commitment to safeguarding sensitive information and implementing effective security controls.

#### Governance and Oversight

- **Board of Directors and Executive Team:** Payreq's Board of Directors, composed of seasoned professionals with expertise in technology, finance, and business, oversees all strategic decisions. Our executive team, including experts in product innovation and operations, ensures that our security practices align with industry standards.
- **External Expertise:** We engage third-party specialists for legal and cybersecurity needs.

#### Security Measures

- **Organisational Controls:** We have established comprehensive policies and procedures to protect our systems. These include access control protocols based on least privilege principles, segregation of duties, and regular access reviews. Our supplier relationships are governed by formal agreements and non-disclosure terms to ensure third-party compliance with our security standards.
- **Information Security Policies:** Our internal policies cover areas such as asset management, cloud services, risk management, and privacy. These policies are updated annually to reflect evolving security threats and regulatory requirements.

#### Technical Safeguards

- **Platform Architecture:** Payreq's platform operates on isolated private networks with strict access controls. We use AWS Web Application Firewall (WAF) to protect against common threats like SQL injection and DDoS attacks. Data is encrypted both at rest and in transit, and our AWS infrastructure is designed for high availability and redundancy.
- **Threat Detection and Response:** We conduct bi-monthly penetration testing and vulnerability assessments and use a Security Operation Center managed by a specialized security vendor. Our incident response plan is regularly reviewed and includes steps to identify, contain, and mitigate security incidents.



## Data Privacy and Protection

- **Data Classification and Handling:** Payreq classifies data into categories such as Highly Confidential, Restricted/Sensitive, and Internal Use. Our procedures include secure transmission, retention, and destruction of sensitive data. We ensure that personal information is securely managed and deleted when no longer required.
- **Privacy Policy:** Our publicly accessible [privacy policy](#) outlines how we collect, use, and disclose personal information. Customers can update or request the deletion of their data, in accordance with their rights under our privacy terms. This policy is reviewed annually to ensure ongoing compliance with privacy regulations.

## Operational Excellence

- **Device Management:** Payreq employs a Mobile Device Management (MDM) platform to enforce configuration standards on company devices. All staff must adhere to security protocols, including anti-malware and encryption measures.
- **Financial Controls:** We implement rigorous financial controls to ensure accurate transactions and secure financial data. Automated financial reporting tools and external accounting expertise support our financial integrity.

Payreq's dedication to security and privacy is evident in our comprehensive approach to protecting sensitive information. From robust organisational policies to advanced technical safeguards and privacy measures, we are committed to maintaining the highest standards of security. Our goal is to provide a secure environment where businesses can manage their billing, payments, and payroll efficiently, with complete confidence in the protection of their data.

For more information about Payreq's security and privacy practices, visit our website or contact your account manager.