



# ebankIT Guidelines

## PRODUCT

ebankIT uses the best product development and service implementation methodologies in the market. ebankIT uses the best available practices in order to improve its efficiency, effectiveness and quality of the product - ebankIT omnichannel platform. We establish development process model that is recognized by CMMI Institute as CMMI V2.0 Level 2.

## PRIVACY

ebankIT is aware of its role in protecting the data and personal information entrusted, and so we are committed to using technical and organizational security measures for all information entrusted to us to protect its privacy and confidentiality.

## SECURITY

ebankIT understands, that a high level of security, privacy and software quality must, therefore, be guaranteed in a permanent and balanced way, to prevent the materialization of inherent risks, to mitigate or limit potential damages, and to guarantee that the business operates according to plan over time.

## CERTIFICATION

We are committed to ensuring the continuous improvement of the information security management system certified by the ISO/IEC 27001 standard through the constant pursuit of minimizing risks, preserve confidentiality, availability, integrity and increase the capacity for resilience in situations of incidents, and ensure business continuity.

## COMPLIANCE

ebankIT aims to maintain a strong reputation for compliance with contractual, legal and regulatory requirements in the sphere where it operates.

## STAKEHOLDERS

To materialize all these principles, we involve and our employees, partners, suppliers and other necessary stakeholders, to be aware of the established policies and procedures and to implement the same values that are established in this policy.

## SUSTAINABILITY

ebankIT wants to have a positive impact on society and is committed to doing its best to provide good conditions for its employees, minimize the environmental impact and thus positively shape the world in a sustainable way.



VANCOUVER  
NEW YORK  
LONDON  
PORTO

Porto, 31<sup>st</sup> August, 2021



**CMMI<sup>®</sup> Institute**  
AN ISACA ENTERPRISE

*RENATO OLIVEIRA*

*João MR Lima Pinto*