# Data Protection

OVERVIEW

We consider it important to ensure that any personal information received from customers, is secure and available upon request, as we believe our continued success depends on trust from our customer base, so protecting their personal information from disclosure is paramount. Given our global operations, We implemented a General Data Protection Policy (GDPR) in early 2019. We are pleased to have rolled this Policy out across our European operations and we believe this Policy provides the best level of protection to our customers. At a glance, the Policy sets out our commitments to our customers when it comes to handling their personal information, and includes principles relating to the transfer of personal data, rights of individuals, record processing and how we deal with any violations of the Policy. We ensure that the collection of data in the UAE also follows the principles outlined in the Policy and UAE Laws.

Furthermore, we have developed a Privacy Policy for any personal information we collect from individuals using our website in the UAE, our App or our Visitor Management System, which can be viewed at www.rakceramics.com/uae/en/privacy-policy. In 2022, there were no recorded customer data breaches, loss of data, or substantiated complaints, and therefore we consider the various privacy policies to be effective.

CYBERSECURITY

We take a comprehensive and multifaceted approach to protect information in our care and assist our employees and customers in safeguarding their digital assets and information. We embed data protection throughout our operations and technology programs with the goal of safeguarding our customer data and digital assets. As a foundation to this approach, We maintain a comprehensive set of cybersecurity policies and standards, which align with the International Standards Organization (ISO) 27001:2013 standard. The policies are developed in collaboration with a wide range of disciplines, such as, cybersecurity, legal, compliance and business, among others. We also have been certified as ISO 27001 compliant in February 2022. Our information security objective is to "To build an agile and cost-effective cyber security program aligned with current threats and adaptable to our Company's

business objectives". We have both management and technological measures in place to defend against cyber threats. Considering the growing sophistication of cyber-attacks, we have adapted a layered defense system by deploying top of the breed defense technologies at each layer. We work to reinforce our response capabilities through measures such as Disaster recovery drills, which are carried out every year. We have also taken steps to reinforce security considering the shift toward cloud-based services and changes in workstyles, including the expansion of remote work.
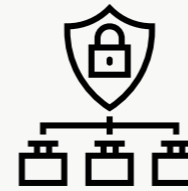
Network Security

Protect networks from attack, filter out unauthorized access and malicious content.

Malware Prevention

Anti-malware defenses across the organisation.

User Education & Awareness

Educating users on security policies and create awerness of cyber risk.

Removablemedia Controls

Controll all access to removable media. Scanall media for malware before importing onto the corporate system.

Managing user Privileges

Limit the number of privileged accounts, user privileges plus monitor and control user activity.

Path Management

Keeping software on computers and network devices up to date and capable of resisting low-level cyber attacks.

Incident management

Incident response and disaster recovery capabilitiey.

Monitoring

Continuously monitoring all systems and networks. Analyze logs for unusual activities.

Home and Mobile Working

Protect data both in transit and at rest.

Risk Management

Risk identification and migration.