

# Information Integrity

**Serco recognises its responsibility to ensure that any information produced, meets customer, legislative and regulatory requirements and is accurate, kept up to date, consistent and provided in a timely manner in order to enable effective decision making.**

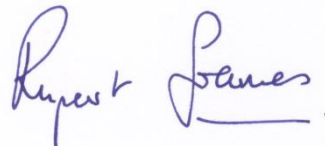
When providing information internally or externally, or responding to customer enquiries, tenders and bids as well as media, regulatory agencies and other external audiences, the information issued on behalf of the Company will follow good practice and meet regulatory requirements

**We will:**

- demonstrate data and information integrity internally, externally and with our customers by providing accurate, up to date, consistent and timely responses
- not make misleading, false or exaggerated claims concerning the Company, or competitors
- mandate and monitor acceptable use standards regarding employees' access, processing and publishing of information, including the use of social media
- manage the access to information available on Our World, the Company's intranet
- classify information in accordance with Group security standards
- ensure that the principles of data protection by design and by default are taken into consideration when processing personal data
- record all commercial, business and legal transactions and securely maintain all material documents, including signed contract documents and variations
- ensure consistency of response and accurate reporting of incidents and accidents

- manage requests from public authorities and data subjects in accordance with local regulations, all applicable data protection laws and requirements
- only retain personal data, documents and records in accordance with business and legislative requirements or in compliance with a legal obligation, ensuring storage and retrieval costs are minimised
- implement effective document management processes and controls to ensure all documents and records (in particular, those containing personal data) are handled, retained, disposed of properly and in line with defined retention periods

We will put this policy into practice by applying effective standards, operating procedures and processes to ensure we operate our business in an ethical and responsible way.



**Rupert Soames**  
*Group Chief Executive, Serco Group plc*