TRUSTID INFORMATION SECURITY & PRIVACY POLICY STATEMENT

TrustID (a Citation Group company) is a leading digital verification service provider. TrustID is committed to providing excellent market-leading identity document verification services, designed to make identity checks easy, from our customers' offices or remotely, protect customers from fraud, save time and drive efficiencies.

TrustID's information security & privacy information management systems aim to ensure the confidentiality, integrity, availability and privacy of information in order to protect information from unauthorised access or misuse, enhance business continuity, minimise business risks and maximise return on investment and business opportunities. This policy and the risk assessment output provide a framework for setting information security and privacy objectives, which are derived from a series of metrics which measure the effectiveness of the Information Security Management System (ISMS) & Privacy Information Management System (PIMS).

TrustID Limited is committed to the effective implementation and continual improvement of an ISMS that conforms to the requirements of the ISO 27001:2022 standard, and a PIMS that conforms to the requirements of ISO 27701:2025 standard as we aim to securely deliver products and services which meet client requirements.

To this end, TrustID commits to:

- Compliance with all legislation, regulations, codes of practice and all other requirements applicable to TrustID's activities.
- The provision of all resources; inclusive of equipment, trained and competent staff and any other requirements to enable defined information security and privacy objectives to be met.
- The assurance that all employees are made aware of their individual obligations in respect of the ISMS & PIMS.
- Conducting periodic management reviews to ensure the continuing suitability, adequacy, and effectiveness of our ISMS & PIMS.

The TrustID Senior Management team has the overall accountability for ensuring that the objectives of the ISMS & PIMS are achieved, delegating responsibilities and authorities to various parties for effective implementation and promoting the commitment of all staff to addressing information security and privacy as part of their operations, in accordance with the established policies.

Signed:
Jack Price
Managing Director
Date: 27 January 2026