

Information security and data protection

Go-Ahead's information security policy is in place to facilitate business continuity, and minimise business damage by preventing the occurrence and minimising the impact, of information security incidents. Adherence to the policy will limit:

- Accidental or deliberate disclosure, modification or loss of information
- Breach of our legislative, regulatory and/or contractual requirements, including the Data Protection Act and PCI DSS compliance
- Reputational and financial damage

The information can be electronic, written or spoken and the policy includes all information processed, stored or transmitted.

The Go-Ahead Group, its operating companies and all suppliers and contractors are committed to:

- Treating information security as a critical business issue
- Supporting the implementation, operation and maintenance of an operational security policies
- Creating an information security-aware work environment

Our data protection policy sets out our commitment to protecting all personal data of employees and customers including how we collect and use the data. All personal data will be

- processed fairly and lawfully
- processed for limited purposes and in an appropriate way
- adequate, relevant and not excessive for the purpose.
- accurate
- not kept longer than necessary for the purpose
- processed in line with data subjects' rights
- secure
- not transferred to people or organisations situated in countries without adequate protection

All our operating companies have nominated data protection officers ensuring the data protection principles are followed and legal obligations are met.

The responsibility for ensuring compliance with our information security and data protection policies rests with the operating company managing directors. Adherence to the policies are audited internally and, in certain departments, externally. There will be, as a minimum, annual reviews and, if necessary, policies will be revised in the event of legislative or organisational changes.