



## Incident Response Summary

## Incident Response Summary

ConnectMyApps maintains an incident response process designed to identify, assess, manage, and resolve security and service incidents in a structured manner.

Security and operational incidents are reviewed based on their potential impact on the confidentiality, integrity, and availability of customer data and services. Where an incident may affect customer data, service availability, or security, ConnectMyApps will take appropriate steps to investigate, contain, remediate, and communicate relevant information to affected customers.

In the event of a personal data breach affecting customer personal data, ConnectMyApps will notify the affected customer without undue delay after becoming aware of the breach, in accordance with applicable data protection requirements and the relevant customer agreement.

ConnectMyApps continuously reviews incidents and uses lessons learned to improve its security controls, monitoring, procedures, and service resilience.