Security Technical and Operational Measures (TOM)

SITA has implemented general security measures as follows that apply to the organization as a whole, and hence to all of SITA's products and services.

General security measures

1. SITA takes and implements technical and organizational measures ("TOMs") to maintain the confidentiality, integrity, availability and resilience of processing systems and services as well as of the personal data held within. SITA may update or modify these measures from time to time provided such updates and modifications will not result in a degradation of the overall security of the Services during the term of the Agreement. SITA takes appropriate measures to guard against unlawful activities which pose a threat to the confidentiality, integrity and availability of SITA customers' data in respect of its provision of the service in accordance with:

    1.1. laws, regulations that are applicable to SITA;

    1.2. industry practices; and

    1.3. the applicable Service Levels for the relevant services.

2. SITA's security includes measures to:

    2.1. Guard against unauthorised access to SITA's systems and facilities.

    2.2. Ensure continuity and integrity of service; and

    2.3. protect confidentiality and integrity of the data of SITA's customers.

3. SITA employees undergo security and privacy training and awareness campaign to ensure they comply with ethical business conduct, and are able to identify security risks and adequately respond to these in the course of their activities.

4. SITA manages security incident response activities in order to minimize impact to SITA and SITA's customers, enable root cause and/or forensics analysis.

5. SITA conducts regular reviews of TOMs, to ensure security standards are maintained, and will notify Customer prior to any material change to the TOMs applicable to the Services, pursuant to the terms of the Service Agreement.