



BHARTI AXA LIFE INSURANCE INFORMATION SECURITY

Data Protection Policy

Version: 4.9

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| Bharti Axa Life Insurance |  | Document Title: Data protection Policy |
| | | Document Version: 4.9 |

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Approval

| Person | Authority | Status | Date |
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Document Control

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Revision History

| Rev.no | Date of change | Summary of Change | Reviewed by |
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| 1.0 | 09-Feb-2009 | Initial version | Ajay Patil |
| 2.1 | 14-May-2012 | Updated in line with GISPS v 2.1 | Ajay Patil |
| 2.2 | 17-June-2014 | Updated in line with AISP v 2.0 | Sandesh Bagwe |
| 3.0 | 07-Dec-2016 | Annual Review | Nelson Yaragal |
| 4.0 | 17-July-2017 | Reorganized the existing policy as per IRDAI guidelines. Document ID, name and version number updated | Shilpa Jabde |
| 4.1 | 10-Jan-2018 | Review Done. Service provider update in some of the annexes of Board approved Information Security policy. | Shilpa Jabde |
| 4.2 | 10-Oct-2018 | Review Done. No major Changes | Ganesh A. Kshirsagar & Shilpa Jabde |
| 4.3 | 16-Apr-2019 | Review Done. No major Changes | Ganesh A. Kshirsagar & Shilpa Jabde |
| 4.4 | 23-Mar-2020 | Review Done. No major Changes | Ganesh A. Kshirsagar & Shilpa Jabde |
| 4.5 | 22-Mar-2021 | Reviewed No Changes | Chiragali Peerzada |
| 4.6 | 27-Jan- 2022 | Aligned as per ISO 27001:2013 Standards | Chiragali Peerzada |
| 4.7 | 09-JAN-2023 | Review Done. No major Changes | Chiragali Peerzada |
| 4.8 | 14-July-2024 | Changes According to IRDAI guidelines | Chiragali Peerzada |
| 4.9 | 26-July-2024 | Annual Review – No Changes Done. | Chiragali Peerzada |



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1 Purpose

To ensure the security, confidentiality and appropriate use of all data processed, stored, maintained, or transmitted on Bharti AXA Life Insurance Company Limited's computer systems and networks. This includes protection from unauthorized modification, destruction, or disclosure, whether intentional or accidental.

2 Scope and Applicability

This policy applies to all Bharti AXA LI employees, contractors, and individuals with access to Bharti AXA LI's systems in any location.

3 Responsibility

All function heads of Bharti AXA Life Insurance Company Limited will be responsible for ensuring adherence with this policy.

4 Policy

It is the responsibility and duty of any individual who has access to Bharti AXA LI's computer systems and networks to protect Bharti AXA LI's data resources in whatever form, from unauthorized modification, destruction, or disclosure. Without limiting the forgoing, all individuals granted access to Bharti AXA LI's Information Technology resources are expected to adhere to the following principles:

- Refrain from any deliberate violation of Bharti AXA LI's policy and/or any law governing information privacy and use.
- Refrain from attempting to access confidential or proprietary data on Bharti AXA LI's computer systems, or in any other manner, except when it is in keeping with the specific assigned duties as a Bharti AXA LI's employee.
- Appropriately maintain and protect the confidentiality of any data to which access has been granted, regardless of the method used to retrieve or display it.
- Refrain from making any unauthorized alterations (add/change/delete) to any data which is accessible either through legitimate granted access or any incidental access.
- Prevent the download, distribution, and installation of pirated software and copyrighted or proprietary materials for which the user has not acquired rights, and will strive to prevent the download, distribution, and installation of software and such materials without a valid license or the installation of a single user license on multiple machines.
- Refrain from remotely or physically logging into or attempting to log into another user's machine or attempt to access another user's files without the individual's permission, except, when necessary, in the course of performing specific assigned duties as an employee.



- Refrain from attempting to compromise the security of the Bharti AXA LI's network or devices attached to the network.
- Ensure the proper disposal of all confidential or proprietary information in whatever form in accordance with Bharti AXA LI's policy.
- **Protection of Sensitive Personal Data:** Adequate care shall be taken for the protection of personal data as defined in the Data Privacy Policy.
- No write access for removable media devices permitted to end users. (Any exceptions will be reviewed for proper business justification and approved by CISO).

5 Violation

Deliberate violation of this policy will be considered a serious infraction under the Bharti AXA LI's company policy and is subject to disciplinary action, up to and including dismissal.

6 Dispute Resolution

Any questions or concerns regarding the use/disclosure of Personal Information or complaints should be directed to Customer Care at www.bharti-axalife.com .