METEDA

POLICY FOR INFORMATION QUALITY AND SECURITY

Our goal is to be the benchmark in developing software and medical devices for healthcare professionals and patients in the fields of chronic diseases and nutrition.

We aim to stand out for the innovation and creativity of our products, our compliance with information security requirements, and the attention we pay to our customers pre- and post-sale. We want to be perceived as partners by our customers.

We want to be a company capable of continuously adapting its organisational structure and functional processes in order to respond to the changing competitive environment and the evolving requirements of information security and contemporary medicine.

We focus our efforts on activities that create value for end customers, shareholders, employees, business partners and other stakeholders, by making innovation, quality and information security our strengths.

We promote and stimulate the active participation of employees and collaborators in the quality process, to constantly improve information security through appropriate reporting and suggestion tools.
We implement initiatives and actions to provide stakeholders with complete and comprehensive information about information security strategies and the improvement objectives we intend to achieve.

We particularly focus on:
- compliance with the obligations imposed by laws on the essential requirements of products placed on the market and on information security
- compliance with technical standards and binding laws
- continuous improvement
- waste reduction
- protection of human health and safety
- protection of information security without neglecting environmental protection.

We set out the principles that company procedures must adhere to in terms of product quality, correct handling and protection of company information and IT assets.

We define a system for the development, implementation, testing and updating of the procedures necessary to effectively manage product quality and Information Security Management System (ISMS) aimed at ensuring compliance with the principles of:

- Confidentiality: to ensure that information is accessible only to authorised individuals and/or processes and that information is not disclosed or available to unauthorised individuals or entities;

- Integrity: to safeguard the consistency of information from unauthorised changes and ensure that information is not modified or deleted as a result of errors, deliberate actions, malfunctions or damage to technological systems;
- Availability: ensuring that authorised users have access to information and associated structural elements when they request it. We also safeguard information resources by ensuring data accessibility, usability and confidentiality, reducing the risks associated with information access (intrusions, data theft, etc.);
- Control: to ensure that data management always takes place using secure and tested processes and tools;
- Privacy: to ensure the protection and control of personal data.

We identify the roles and responsibilities, both general and specific, of the company and its organisational structures for all aspects related to product quality, security of information and IT assets. Furthermore, we promote collaboration among employees, pursuing their personal and professional growth so that everyone can be proud to share the same ideals and values.

Management is committed to play an active role in promoting and leading not only all activities that affect the quality and security of information, but also those relating to worker safety, health and the protection of the environment both inside and outside the company.

The Management ensures a high standard of technological infrastructure operation through the adoption of the principles of physical redundancy, proactivity and constant technological adaptation. Consequently, the following fundamental principles apply to the Management:

- strict compliance with laws and regulations regarding product quality and information security;
- prevention and correction of non-conformities;
- adequacy and compliance with the effectiveness of the Integrated Management System, which is constantly subject to verification;
- constant updating of an internal control and review system to ensure compliance with the philosophy of this Policy;
- periodic assessment of the levels of risk present in the management of company processes and information;
- constant training and information for all employees on the principles of this policy.

The Management also commits to maintaining its organisation in compliance with the requirements of ISO 9001:2015, ISO 13485:2016 and UNI ISO/IEC 27001:2022 standards, with particular regard to the requirements relating to the services provided, mandatory standards, EU Regulation 2017/745 (MDR) and Regulation 2016/679 (GDPR), and ISO 27017 and 27018 guidelines.

San Benedetto del Tronto, 18.11.2024

CEO

Marco Vespasiani