



SECUSOFT
Software for security guards

Date: October 14, 2025
Betreft: Communication protocol

Dear reader,

With this letter, we would like to inform you of our policy regarding communication and the sharing of information with employees who contact the support team of Secusoft B.V.

- We only provide substantive information to the contact persons known to us.
- Employees who need assistance with their account must first be introduced to us by our contact person.
- Employees who call without prior notice will be assisted, and if applicable, general information about our software can be provided. We do not provide any company-specific or user-specific information.
- For security reasons, it is in principle not intended that employees call or email us directly for information. Each request must be verified with our contact person.

Please inform us of any exceptions, specifying which employees we may assist and to what extent.

If an employee is assisted by us via TeamViewer and we see that this person has the master login or full rights, we will act according to that level of authorization.

We hereby declare that Secusoft meets the highest security standards in the field of data storage and that we operate with PCI-DSS certified servers in an ISO 27001, ISO 27701, ISO 9001 and ISO 14001 certified environment. Secusoft complies with all requirements of privacy legislation and does not share any data with third parties in any way.

For any questions, please contact us by email at support@secusoft.com or by phone at +31 85 1300760.

Kind regards,

Leo Hoogma
General Director