OFFICIAL PUBLIC POLICY

Cybersecurity and Business Continuity Notice

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This document is issued by Ergenso Ltd and applies from the effective date above. Where it refers to the Client Portal, a Current Schedule or a product-specific disclosure, the version provided for the relevant account, product and jurisdiction applies.

V.1 Controls

- Role-based access, multi-factor authentication, secure development and change management.
- Monitoring, logging, vulnerability management, backups and recovery testing.
- Vendor due diligence, contractual security obligations and concentration review.
- Incident classification, containment, evidence preservation, notification and lessons learned.
- Business continuity for trading, payments, complaints, client communications and regulatory reporting.

V.2 Client precautions

Use strong unique credentials and official applications, enable authentication, secure devices, review alerts and verify payment instructions. Notify Ergenso immediately through the current security channel if an account, device, identity document or payment method may be compromised.

V.3 Service disruption

Continuity arrangements reduce but do not eliminate outage risk. During disruption, order, price, balance and withdrawal updates may be delayed. Ergenso will prioritise client safety, accurate records and recovery and will communicate material incidents as required by law.