



## Yoti's Commitment to Quality

Yoti was founded in 2014 with a mission to become the world's most trusted digital identity platform. From the beginning, we recognised the importance to our users of keeping their data safe, and within our first year we developed an information security management system (ISMS) that was certified against the ISO 27001 international standard.

In 2023, Yoti continues to strive to meet the needs of many interested parties around the world, from individuals to governments, and our many commercial clients in diverse sectors including finance, social media, gaming, retail, recruitment, gambling and health care. To help us achieve this goal I am pleased to announce that we have committed to expanding our ISMS to cover both user privacy, and the quality of the services we provide. We have developed a formal privacy information management system (PIMS) and a quality management system (QMS), and are seeking certification for these against the ISO 27701 and ISO 9001 international standards respectively.

Since our company began, we have been scrupulous in following data protection legislation and the requirements of the GDPR, and our PIMS builds upon our experience to ensure we meet the privacy requirements of our users, clients and regulators in all the jurisdictions in which we operate.

Initially our QMS will focus, in addition to security and privacy, on three crucial areas: our software engineering, the work carried out by identity verification specialists in our Security Centres, and the work of our Customer Services team.

We are committed to continuous improvement in all these areas, and our Quality Management System provides a framework for measuring and improving our performance. Systems of regular internal audit and review aim to give our management team the information they need to track our performance and apply corrective measures when necessary.

As Chief Executive Officer, on behalf of the Board and our shareholders, I am pleased to take overall responsibility for our Quality Management System at Yoti. However I take pride in the fact that our goals for quality, privacy and security are shared by all our staff here.

Robin Tombs  
CEO  
28 February 2023