



Integrated Information Quality and Security Policy Rev 01 of 22/07/2024

ARCHIMEDE COOP SRL is a company specialized in the development, design, related assistance and training of software for:

- management of museum ticketing (MET)
- online management of scientific journals and publications (OJS and OMP)
- online websites and applications (TYPO-3 and WORDPRESS)

The purpose of the cooperative, as per its statutes, is "to continue working in the best economic, social and professional conditions" and hopes to increase its workforce in order to expand its model and improve the working and social conditions of employees of the cooperative.

In order to achieve this objective, the Management intends to strengthen its business model and put itself in a position to be more competitive in its market.

For the pursuit of this model of business growth, the Management identifies as fundamental the full satisfaction of the Customer and its loyalty, the construction of tools for the continuous improvement of the working performances and the correct management of the managed information during the production and development processes.

For this reason it has decided to structure the business processes by adopting internally an organizational model of management documented according to the requirements of UNI EN ISO 9001:2015 and ISO 27001:2022.

Since the cooperative offers many of its services in cloud, specific additional controls were implemented in the organizational model. In particular were added the controls defined by ISO/IEC 27017 for the security of users and cloud service providers and the controls defined by ISO/IEC 27018 for public cloud service providers acting as data controllers, as defined by the EU data protection standard (Regulation (EU) 2016/679, also known as GDPR).

With this system the Management of ARCHIMEDE COOP SRL aims to:

1. to periodically review the objectives that have emerged downstream from the context analysis and risk analysis and to ensure the dissemination of these objectives to staff

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through regular meetings (briefing) between the functions, aimed at sharing and exchanging information with a view to continuous improvement.

2. to protect against threats that could generate risks deemed significant the company's information assets including information and data relating to customers and suppliers and to show that the services provided do not cause an increase in the security risks of information

3. Ensure an appropriate analysis of the service and confidentiality requirements of existing contracts in order to organise and develop the business according to customer requests.

Among the defined objectives that the organization intends to achieve:

the constant attention to the needs/ expectations of the interested Parties and the respect of the assumed contractual engagements with the clients/customers, explicit and implicit having to object the requirements of service and confidentiality of the information; continuous improvement of the effectiveness and efficiency of the services and products offered through the implementation and implementation of specific procedures kept up to date;

the care of communication with interested parties (staff, customer, end users of the service);

periodic monitoring of company performance and internal and external personnel;

raising awareness, involvement and ongoing training of staff about the importance of quality and information security;

the protection of information against unauthorised access and its availability to operators in the course of carrying out their activities;

the establishment of business rules to regulate the management of information in order to ensure the protection of information from uncontrolled dissemination;

preparing, implementing and updating business continuity plans.

The achievement of these objectives will be monitored periodically through:

periodic survey of customer satisfaction;

analysis of complaints from all stakeholders (customer and end users);

periodic operational checks on information security;

constant monitoring of the performance and profitability of the cooperative.

All company personnel are responsible for the quality and security of information of the services provided and are committed to ensuring punctuality and responsiveness to the needs of stakeholders and market demands.

This policy is signed by the Management, which intends to ensure its suitability for the purposes of the company and the needs of its users, through a periodic review and is disseminated at all organizational levels through all the tools and channels of communication present in the company.

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UNI EN ISO 9001:2015
ISO/IEC 27001:2022