



26-A, Block J3, Johar Town, Lahore, Punjab, Pakistan

Integrated Management System Policy

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This procedure is released and approved as follows.

Version	Date	Name of Approver	Signature of Approver	Description of Change
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2.0	18/12/2020	Mian Muhammad Ali	MA	Revisited the policy and introduced ISO compliant clauses
2.1	12/23/2021	Aftab Khan	AK	Reviewed
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1 Purpose

This policy defines the requirements for properly and securely using TransData resources to access the Sensitive information and to establish the quality provided by TransData.

2 Scope

This policy applies to employees, contractors, consultants, temporaries, and other workers at TRANSDATA, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by TransData.

3 Abbreviations used in this document

Abbreviation	Acronyms
TD	TransData
IMS	Integrated Management System (QMS, ISMS & CCC)
QMS	Quality Management System (ISO 9001)
ISMS	Information Security Management System (ISO 27001)
CCC	Customer Contact Center (ISO 18295-1)
HR	Human Resource Department

4 Related Clauses

4.1 ISO 9001:2015

- Clause 5.2 Policy

4.2 ISO 27001:2013

- Clause 5.2 Policy

4.3 ISO 18295-1:2017

5 Integrated Management System Policy

TRANSDATA believes information is an important business asset of significant value to the company and needs to be protected from threats that could potentially disrupt business continuity. We have developed an Integrated Management System based on (QMS and ISMS) Policy & procedures to protect against security threats and minimize the impact of security incidents. This Policy covers all aspects of Quality and Information Security, such as customer satisfaction, data stored on computers, transmitted across networks, printed or written on paper, stored on tapes and diskettes or spoken in conversation or over the telephone.

- We intend to achieve this by:
 - Adopting and exercising the best in class quality management practices, tools and methodologies.
 - Continual improvement of our quality management practices, tools and methodologies, in light of internal and external feedback after defined, regular intervals.
 - Harvesting long term, mutually beneficial relationships with our prestigious clients.
 - Hiring, and retaining the best in class people, and continually investing in fostering and raising their skills and development needs.
 - Strongly adhering to the themes of our “value system
- It is the policy of the company to ensure that:
 - Information will be protected against unauthorized access
 - Confidentiality of information is assured
 - Integrity of information is maintained
 - Regulatory and legislative requirements regarding Intellectual property rights, data protection and privacy of personal information are met
 - Business continuity plans will be produced, maintained and tested
 - All Staff receives sufficient Information and Security training
 - All breaches of information security, actual or suspected are reported and investigated by the Company Director

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5.1 Quality Policy

Following is the Quality Policy of TransData:

- TransData strives to provide the highest level of quality turnkey BPO Solutions to its existing and potential customers while remaining compliant to international, national and local regulatory requirements.
- TransData invests in human resources by providing them a conducive work environment and by providing them regular training, guidelines for skill development.
- Develop & maintain mutually beneficial relations with external product/service providers, stakeholders & interested parties.
- It's the ultimate goal of TransData to become market leader in BPO by being customer centric, quick responsive to market needs and customer expectations.
- Determine risk & opportunities and implement corrective measures.
- TransData top management takes keen interest in improvement of quality and related actions will be undertaken regularly to continually improve the process performance.

5.2 Data Protection

TRANSDATA will use the information provided by customers to provide customers with the services and to manage its on-going relationship with them. Consistent with this purpose TRANSDATA may transfer and store your personal information outside the EEA. TRANSDATA may share this information with its affiliated companies and the correspondents but will not share it with a third party except as required by law or as authorized by the customer. Customers have a right to request a copy of personal information that TRANSDATA holds about customers and to require TRANSDATA to correct any inaccuracies in that information.

5.3 Access to the Information

5.3.1 Training Required

TRANSDATA users must not access the sensitive information without a proper understanding of the associated personal and business risks. In order to receive access privileges, all workers must complete the TRANSDATA information security course then pass the accompanying test.

5.3.2 Approval Required

Access to the information, aside from electronic mail, will be provided to only those workers who have a legitimate business need for such access. If a worker does not have sufficient Information access, but needs access for a particular assignment, he or she can request the special permission from TRANSDATA management.

5.4 Protecting Information Integrity

5.4.1 Information Reliability

All information acquired from the Internet must be considered suspect until confirmed by separate information from another source. Before using free Internet-supplied information for business decision-making purposes, workers must corroborate the information by consulting other sources.

5.4.2 Virus Checking

All non-text files downloaded from non-TRANSDATA sources through the Internet must be screened with current virus detection software prior to being used. Whenever an external provider of the software is not trusted, downloaded software must be tested on a stand-alone, non-production machine that has been recently backed up.

6 VIOLATIONS

Any violation of this policy may result in disciplinary action, up to and including termination of employment. TRANSDATA reserves the right to notify the appropriate law enforcement authorities of any unlawful activity and to cooperate in any investigation of such activity. TRANSDATA does not consider conduct in violation of this policy to be within an employee's, service provider's or partner's course and scope of employment, or the direct consequence of the discharge of the employee's, service provider's or partner's duties. Accordingly, to the extent permitted by law, TRANSDATA reserves the right not to defend or pay any damages awarded against employees, suppliers or partners that result from violation of this policy.

Any employee, supplier or partner who is requested to undertake an activity which he or she believes is in violation of this policy, must provide a written or verbal complaint to GM TransData or Director Operations as soon as possible.

7 EXCEPTIONS

Exceptions to this policy must be made in writing by the designated Owner of the system or information that will be out of compliance with this policy and approved by GM TransData or Director Operations.

8 DEFINITIONS

8.1 Confidential Information (Sensitive Information)

Any TRANSDATA information that is not publicly known and includes tangible and intangible information in all forms, such as information that is observed or orally delivered, or is in electronic form, or is written or in other tangible form. Confidential Information may include, but is not limited to, source code, product designs and plans, beta and benchmarking results, patent applications, production methods, product roadmaps, customer lists and information, prospect lists and information, promotional plans, competitive information, names, salaries, skills, positions, pre-public financial results, product costs, and pricing, and employee information and lists including organizational charts. Confidential Information also includes any confidential information received by TRANSDATA from a third party under a non-disclosure agreement.

8.2 Information Asset

Any TRANSDATA data in any form, and the equipment used to manage, process, or store TRANSDATA data, that is used in the course of executing business. This includes, but is not limited to, corporate, customer, and partner data.

8.3 Partner

Any non-employee of TRANSDATA who is contractually bound to provide some form of service to TRANSDATA.

8.4 Password

An arbitrary string of characters chosen by a user that is used to authenticate the user when he attempts to log on, in order to prevent unauthorized access to his account.

8.5 User

Any TRANSDATA employee or partner who has been authorized to access any TRANSDATA electronic information resource

9 Company Profile

TransData has been developing and deploying high-value, productivity enhancing call center and technology solutions for medium-sized and enterprise-level organizations for about two decades. Founded in 2001, lately TransData started working with US Mortgage Title Companies to increase the spectrum of already existing services offered. TransData offers a comprehensive range of Call Center and technology-related services, including End-to-End Contact Center Support 24/7 and technology-driven

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business process outsourcing. Our esteemed customers include many leading businesses in their respective industries, including E-commerce , Information Technology , Healthcare, Logistics & Transportation, Telecommunication, Mortgage, Banking, Retail, Fashion, Consumer Packaged Goods, Insurance, Medical billing and many others.

9.1 History

TransData has over 18 years of long history of working with companies in Pakistan and the US, consisting of a broad and highly skilled, scalable non-technical/technical, business savvy workforce that understands all aspects of BPO processes and Software Development.

9.2 Vision

Our vision is to remain a world-class firm that respects its employees and offers its customers superior services and value.

9.3 Mission

Our mission is to remain a world-class entrepreneurial, diversified, and socially responsible growing company that provides high-quality value-added services for our customers.

9.4 Values

- Commitment
- Excellence
- Partnership
- Teamwork
- Integrity
- Communication
- Diversity

9.5 Services TD Provides

- Contact Center Services
 - Call Center Inbound
 - Call Center Outbound
 - Customer Service
- Mortgage Typing Services
 - Commitment Typing
 - Policy Typing
 - Tax Status Search and Typing
 - Tax Report Preparation
 - Judgment Searches
 - Patriot Searches
 - Document Review and Typing
 - E-Recording
 - Order Processing
 - Order Entry
 - Documents Follow up
- Software Development
 - Web Applications
 - Website Development
 - Mobile App Development
 - Microsoft Stack

9.6 Functional Groups of TD

- Call Center
 - Contact Validation (CV)
 - Customer Service (CS)
- Mortgage
- Software Development

10 IMS (QMS, ISMS & CCC) Implementation Scope

IMS (QMS, ISMS & CCC) Implementation at TRANSDATA is as follows:

“Provision of BPO Services, Mortgage document processing and in-house software Development”

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10.1 Not Applicable clauses and its justification

10.1.1 QMS

7.1.5 (Monitoring and measuring resources)

Justification: organization doesn't have any measurement tool which requires calibration.

10.1.2 ISMS

Please refer to document “TD-003-4-01 Statement of Applicability (SOA)”

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11 IMS Policy

For IMS Policy of TransData refer to IMS policy document (IMS Policy TD-003-2-1-01)

11.1 Review and Approval of Policy

IMS Policy must be reviewed by the CAB Members as per need basis and sent for approval to ISMS Chairperson for approval. The ISMS Chairperson will approve the IMS Policy only. Once Approved IMS policy must be updated, published and communicated to all stakeholders.

11.2 Communication and Availability of IMS Policy

IMS Policy is made available to all interested parties as appropriate to the nature of TD business. Internally IMS policy is communicated through:

- Awareness Session
- Display at Notice Board
- Email from HR Department

Whereas, for availability and communication of external parties, TD shares the IMS Policy through the website.

12 IMS Objectives

For IMS Objectives of TransData please refer to document (IMS Objectives TD-004-3-3-01)

12.1 Objectives Measurement

Objectives shall be measured quarterly along with Management Review Meeting.