



## CHINA AIRLINES Information Security Policy

Last updated on 31 Jul, 2025

Maintain the security of the company's information and information assets, prevent unauthorized infringement, keep their confidentiality, integrity and availability, and comply with the requirements of laws and regulations.

### **Purpose**

CHINA AIRLINES (hereinafter referred to as the "company") has developed this policy to maintain the security of the company's information and information assets, prevent unauthorized infringement, keep their confidentiality, integrity and availability, and comply with the requirements of laws and regulations, based on an assessment of the company's information security requirements.

### **Scope**

The management of information security for the company's information systems and information business shall be conducted in accordance with the requirements specified in this policy.

### **Applicable Personnel**

All employees and outsourced information business personnel (including branch staff) shall familiarize themselves with the content of this Manual and related management procedures, and implement requirements related to information security management.

### **Information security objectives**

1. Obtain international standard certification for information security management system and maintain its effectiveness.
2. Implement the information asset management and information security risk management so that confidential information can be protected during transmission and storage.
3. Prevent the information assets from unauthorized tampering and maintain the integrity of information through the information security protection and control measures.
4. Achieve the continuous availability of information asset operations through the information security incident notification, response, exercises and continuous operation drills.
5. Regularly implement information security training to deepen all colleagues' information security awareness.

### **Annual Management Review**

This policy is reviewed annually and adjusted and revised according to relevant regulations and information business needs.

### **Information Security Management System**

The company has implemented an Information Security Management System in accordance with the ISO 27001 international standard. Core information systems and data networks associated with passenger airline reservations, ticketing, and marketing operations have been audited and certified by SGS Taiwan.