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INFORMATION SECURITY POLICY

Table of Contents

1 SCOPE

This document outlines the scope of the Information Security Management System (ISMS). It defines the boundaries, applicability, and extent of the ISMS within the organization.

2 TERMS AND DEFINITIONS

ISMS

Information Security Management System

Scope

Defines the applicability of a management system.

Legal Entity

An organization or unit that has legal standing in the eyes of the law, capable of entering contracts, owning assets, and being held liable. Examples include parent companies, subsidiaries, and joint ventures.

Process

A series of actions or steps taken to transform input int a desired result.

Physical Site

A specific geographic location where the organization conducts its operations. Examples include headquarters, branch offices, data centers, and manufacturing facilities.

3 RELATED DOCUMENTS

The following documents are related to this policy:

- Information Security Policy

4 SCOPE OF THE ISMS

Kickscale FlexCo, established in 2019, is a software development company specializing in software development and SaaS Solution. The company operates in Austria and serves clients across various sectors, including Technology and SaaS Industry. This company offers an AI-powered SaaS platform that helps B2B sales teams automatically transcribe, analyze, and summarize customer conversations, enabling more efficient follow-ups, CRM updates, and coaching—all aimed at accelerating deal velocity and improving win rates.

The scope of the Information Security Management System (ISMS) for this company encompasses the following domains:

- **Organizational Scope:** This includes all relevant legal entities, departments, divisions, and processes that are critical to the management and protection of information assets within the organization.
- **Physical Scope:** This covers all sites, facilities, and physical locations where information assets are stored, processed, or transmitted, including any associated physical security controls.
- **ICT Scope:** This includes all information and communication technology (ICT) platforms, systems, networks, and related infrastructure that support the processing, storage, and transmission of information within the organization.

4.1 Organizational Scope

Legal Entities

The ISMS applies to the following legal entities within the organization:

- Kickscale FlexCo

Organizational Units

The ISMS applies to the following organisational units within the organization:

- Finance & Admin
- Technology
- Sales & Marketing

Processes

The ISMS applies to the following processes within the organization:

- Product Development: The core process involving design, development, and updating of the SaaS product. It includes conceptualizing new features, coding, testing, and deploying updates. Ensures the product meets market needs and remains competitive.
- Sales and Business Development: Essential for generating revenue, involves identifying potential clients, conducting outreach, and converting leads into customers. It includes sales calls, product demonstrations, contract negotiation, etc.
- Customer Success and Support: Focuses on assisting customers in using the product effectively and addressing any issues or queries they may have. Crucial for retaining customers and includes onboarding, support services, customer education and feedback.
- Marketing and Branding: Involves every process around creating awareness about the product, generating leads, and establishing the company's brand in the market. Include content marketing, social media marketing, email campaigns, SEO, and industry events.
- Finance and Accounting: This process includes managing financial aspects, including budgeting, accounting, billing, and financial reporting and ensures compliance with financial regulations and effective management of cash flow.
- Human Resources and Talent Management: This process includes recruiting talent, employee onboarding, training and development, performance management, and maintaining a positive and compliant company culture.
- IT & Infrastructure Management Process: Overseeing the management, maintenance, and security of IT systems, networks, hardware, and other technological and physical infrastructure, ensuring they support the organisation's operational needs and growth objectives.

Services

The ISMS applies to the following services and products that are delivered by the organization:

- Kickscale SaaS AI Revenue-Intelligence-Platform

4.2 Physical Scope

The ISMS applies to physical sites and facilities:

- Vienna (registered Company address)
  Startup House V2 e.U.
  Stella-Klein-Löw-Weg 8
  1020 Vienna

- Graz (Development Center)
  DataHouse 01/189
  Sandgasse 36, 8010 Graz

- Klagenfurt
  Lakeside Science & Technology - Park
  B08 / Eingang 01 / EG

The ISMS does **not** apply to:

- Physical access to office premises is managed and controlled by different Workspace Providers: Vienna / Startup House, Graz / DataHouse, Klagenfurt / Lakeside Park. As such, physical access infrastructure and processes (e.g., access cards, reception, CCTV, visitor logging) are outside the organization's direct control and excluded from the ISMS. The organization relies on contractual agreements with the workspace provider to ensure adequate physical security.
- IT-Infrastructure (WLAN / Internet Access) as provided by the Workspace providers

4.3 ICT Scope

The ICT scope specifies information and communications technology that is within the scope of the ISMS. The boundaries between components outside and inside of the scope are described as well.

The following ICT assets are included within the ISMS scope:

- Hardware: The company is not running any Data Center or any IT Infrastructure but obtains all IT services from cloud providers (as for example, Google, Microsoft). The only Hardware owned and run by the company are endpoint devices such as Desktop- or Laptop Computers and Phones.
- Software: SW-Development Environment, operating systems, business applications, databases and security management tools.
- Cloud Services: Software-as-a-Service (SaaS), Platform-as-a-Service (PaaS), and Infrastructure-as-a-Service (IaaS) solutions used within the organization.
- Communication Systems: email, Video-Platforms, messaging platforms, and other communication tools.
- Data Repositories: Databases, file servers, and cloud storage environments used for storing, processing, and transmitting information.
- Third-Party Systems: Any outsourced or third-party managed ICT services or infrastructure that impact information security.

Third-Party Boundaries:

Kickscale uses cloud service providers/ CSP`s (mainly Google, Microsoft) to host the applications and store the data. In respect of these CSP´s providers the following boundaries apply

- **Data Ownership**: Kickscale retains ownership of all data stored on the CSP's infrastructure.
- **Access Control**: The CSP is responsible for securing its physical data centers, while Kickscale is responsible for managing user access to the cloud environment.
- **Compliance Requirements**: The CSP provides certifications (e.g., ISO 27001, SOC 2) to demonstrate compliance with security standards, but Kickscale ensures that its own applications and configurations meet compliance requirements.
- **Incident Management**: The CSP is responsible for notifying Kickscale of any breaches or incidents affecting their infrastructure, while Kickscale must handle incidents within the applications or data.

Exclusions from the ICT Scope

The ISMS excludes third-party cloud provider physical infrastructure, which remains under their control as per the shared responsibility model.