



Confidential Customer Information Handling Policy

I understand that in my capacity as a Managed Services Team Employee, I have access to confidential customer information as part of my daily responsibilities. I further understand that it is my duty to properly use this information. This includes not discussing or distributing customer information of data to any Managed Services Team Employee outside the realm of successfully supporting my customer accounts. I also understand that information I may obtain is not to be distributed to anyone outside the Structured Technologies organization for any reason.

As a part of my responsibilities, I must

1. Store confidential data and information in appropriate locked files when not in use.
2. Maintain privacy when displaying confidential data and information where it can be easily observed.
3. Observe strict confidentiality when discussing secure data and information and do so only when required to perform my job.
4. Immediately inform my manager of any loss of confidential data or information.
5. Immediately notify my manager of any past or present personal connection I have with customers(s) of MST. Including, but not limited to legal work/actions, financial transactions, any MST customer that handles confidential information, and/or any other relationship that may create a security or personal concern with the customer.
6. Any customer data copied to temporary working space, including but not limited to Portable Media, must be permanently deleted as soon as possible after use.

I understand that the list below is representative of the types of confidential data referred to in this document. I acknowledge that other types of similar information are included, though not specifically listed below. I understand that information not included in the list is deemed confidential unless expressly released as general information.

1. Customer Social Security Numbers or Customer ID Numbers
2. Home and Email addresses of customers and client contact professionals
3. Phone Numbers
4. Insurance Information (including medical history, claims information, diagnosis)
5. Payroll information
6. Legal information
7. Financial information internally or for a customer
8. Product, Process, Marketing Information, Competitive Knowledge
9. Family information (including marital status, children, and beneficiaries)
10. Names of customers or client database information

My signature indicates that I have read and will follow the above policy in regards to handling confidential customer data and information.

Employee Name (Printed)

Employee Signature

Date