Information Security Policy Version 1.0

At Sharjah City Municipality, safeguarding information is paramount.
We are dedicated to ensuring the security and accessibility of sensitive data, particularly for our technical operations. Information security and other assets are integral to our success.
To achieve this, we have implemented a robust Information Security Management System (ISMS) with stringent policies and procedures to effectively protect the
municipality's information assets and its customers from all threats that could undermine its integrity, whether internal or external, intentional or accidental.
This ISMS is aligned with international standards (ISO/IEC27001:2013).

Our Commitment:

- **We adhere** to UAE legislation and agreements pertaining to information security.
- **We are committed** to all regulatory and legislative requirements.
- **Confidentiality:** We prioritize information confidentiality, sharing only with sovereign authorities in compliance with established standards.
- **Accessibility:** Information is accessible to our team members, catering to business needs and stakeholder requirements.
- **Business Continuity:** We maintain comprehensive business continuity plans and oversee their execution.
- **Incident Management:** Swift reporting and thorough investigation of actual or suspected information security breaches are fundamental.
- **Awareness:** Continuous IT updates keep our team informed about the latest developments.
- **Risk Management:** We actively minimize risks to an acceptable level through effective risk management.
- **Continuous Improvement:** Our ISMS is subject to continual enhancement.
- **Resource Allocation:** Adequate resources are allocated for ISMS implementation and review.
- **Accountability:** Team members are responsible for implementing security policies and procedures within their purview.
- **Control Measures:** We establish controls and procedures to support IT Policy implementation.

We are dedicated to ongoing improvement, ensuring the effectiveness and enhancement of our operations. We regularly review our IT Policy and related documents to maintain their relevance and efficacy. We also prioritize information security to foster a safe, efficient, and productive environment for our stakeholders and team members.

Director-General of Sharjah City Municipality