

**NOKIA**

# Five security promises and how we keep them

Nokia is committed to achieving high security standards

# The Nokia approach to security

- our organization and people

## High security is a priority for Nokia

We ensure security is taken seriously by employees. We implement stringent requirements for our operations.

## Collaboration

We collaborate with customers, industry groups, governments and other third parties to share information about threats and how to deal with them.

## Strong Business Continuity Policy

We ensure we can support our customers during times of disruption and can return to normal business operations quickly.

## We respect privacy

Protecting the privacy of employees, customers, consumers, suppliers and other parties is a matter of basic principle for Nokia.

## We are ethical and honest

All personnel are held to account and our conduct is audited and reported at board level.

# The five Nokia security promises

1

We protect your information as rigorously as we protect our own

2

We are transparent in our security practices

3

We embed security into all our products and services

4

We will inform you promptly of any serious product or service issues that affect you

5

We independently validate our security practices

## Security promise #1

We protect your information as rigorously as we protect our own

### Security policies

We encourage our customers to scrutinize Nokia security policies to see how well they align with their needs

### Data protection

We take appropriate measures to protect your data to your satisfaction

### Industry standards

Nokia security policies are world class and conform to ISO 27001, ensured by certification and audits

### Legal protection

We comply with legal and regulatory requirements around the world

### Secure suppliers

We implement third-party security management and contractual security requirements for our suppliers

## Security promise #2

We are transparent in our security practices

### Open dialog

We are transparent about our security capabilities and encourage open dialog with our customers right from the start of any engagement

### Compliance

We inventory and classify customer information we hold to help ensure legal and contractual compliance

### Controls

We implement controls and document information flows for critical, customer or legally protected information

### Protection

Access to customer networks is carefully protected with authorization of relevant personnel

## Security promise #3

We embed security into all our products and services

### Design for Security

We build in security from the start of development and maintained throughout the lifecycle

### Standards & compliance

We implement security in products and services to comply with standards, customer needs and regulatory requirements

### Measure & validate

We proactively use audits, checks and threat analysis throughout the lifecycle to ensure product and services security

### Vulnerability management

We implement countermeasures based on information from many internal and external sources

### Keeping current

We continuously update DFSec processes, tools and technologies to meet customer needs & market conditions

## Security promise #4

We will inform you promptly of any serious product or service issues that affect you

### Information sharing

Should an incident occur, we commit to working with affected customers and other parties to share information

### Collaboration

We will collaborate with customer security teams to support the best response that will protect the customer's business

### Proactive warnings

We will contact customers should we discover a high-risk vulnerability in our systems or products and help to manage the deployment of appropriate patches or upgrades

## Security promise #5

We independently validate our security practices

### Unbiased validation

We routinely commission impartial validation of our security policies and processes

### Independently audited

Independent audits help us identify areas where we can improve to meet the latest threats

### Certifications

We certify many of our operations to ISO 27001

### Customer audits

Some customers run their own independent audits of our security

### Third party testing

We use independent third parties to conduct vulnerability scanning and penetration testing



# Security is critical to Nokia

1

Data protection is built in at the design stage – we address vulnerabilities quickly or prevent them entirely

2

We invest substantially in security, resources and expertise and have strong contractual commitments

3

We work continuously to assess the real risks and improve our policies and practices accordingly

**NOKIA**