

Information Security and Data Protection

The advancement of digitalization and technology adoption has significantly enhanced the ease and convenience of customer transactions. Nevertheless, the digitalization of services also introduces potential risks to information security, such as theft, loss, manipulation, and misuse of data, as well as the disclosure of sensitive information and unauthorized destruction of data. These risks can threaten the confidentiality, integrity, and availability of information.

Bank Mandiri recognizes the importance of information security as an enabler in the digitalization process and technology adoption to provide comfortable and secure banking services

to customers. For this reason, Bank Mandiri strives to mitigate potential risks that could lead to financial losses, reputational damage, and legal claims against the bank.

Since 2018, Bank Mandiri has had a dedicated unit, the CISO Office Group, to manage and enhance cyber resilience and security. The CISO Office Group is supervised by C-level management to implement bank-wide cyber resilience and security. The CISO Office Group applies a cyber resilience framework adopted from international standards and best practices in executing cyber resilience and security strategies and operations.



SUPERVISION OF THE BOARD OF DIRECTORS AND BOARD OF COMMISSIONERS

The Board of Directors, represented by the Director of Information Technology and the Director of Risk Management, ensures data and information security implementation within the Bank Mandiri environment and compliance with applicable laws and regulations. The Risk Supervisory Committee (RSC) oversees and monitors cyber security, data security, and information security activities. At the same time, the Board of Directors of Bank Mandiri actively monitors and provides periodic supervision, guidance, and evaluation.

The Board of Commissioners and the Board of Directors, through the Risk Monitoring Committee, the Board Audit Committee,

and the Integrated Governance Committee, hold discussions on the quarterly performance of data and information security with agendas covering the achievement of ESG aspects such as Privacy and Data Security, the effectiveness of the Bank's layered security system, and compliance with Mandiri Group's security requirements.

Issues and topics related to data and information security are reported and discussed at the board-level Data Governance Forum at least once a year, attended by the Director of Risk Management, the Director of Compliance, the Director of Finance and Strategy, and the Director of Information Technology.