

Information Security Statement

Version 1 · 17 October 2026

I, the undersigned Ivan Messina, legal representative of SupportHost OÜ, declare that the company, as a provider of hosting, server, domain registration, certified e-mail (PEC) and SSL certificate services:

1. is subject to Directive (EU) 2022/2555 (NIS2) as a provider of domain name registration services, under the Estonian Cybersecurity Act (Küberturvalisuse seadus), supervised by the Estonian Information System Authority (Riigi Infosüsteemi Amet, RIA), with which it has been registered since 2 February 2026;
2. applies technical and organisational measures to manage the risks to the security of network and information systems, consistent with those listed in Article 21 of Directive (EU) 2022/2555, including:
 - risk analysis and information system security policies;
 - incident handling;
 - business continuity, backup management and disaster recovery;
 - supply chain security, including the assessment of suppliers;
 - security in the acquisition, management and maintenance of systems;
 - access control, with personal cryptographic keys and two-factor authentication;
 - use of cryptography for communications;
 - documented internal procedures;
3. is certified to ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, ISO 9001 and ISO 14001 (certificate status: supporthost.com/certifications);
4. reports significant incidents to the authority (CERT-EE) within 24 hours and undertakes to inform the customers concerned of a breach of their personal data within 48 hours of becoming aware of it;
5. processes personal data as a processor under Article 28 of Regulation (EU) 2016/679, according to the agreement published at supporthost.com/data-processing-agreement, and publishes the list of its sub-processors at supporthost.com/security;
6. stores customer data in Europe, except for services located in the USA that the customer expressly chooses; the staff, contractors and providers who process it work from the European Union, from countries covered by an adequacy decision or, failing that, under the safeguards set out in Chapter V of Regulation (EU) 2016/679.

The measures, broken down by type of service, are described at supporthost.com/security.

Tallinn, 17 October 2026

Ivan Messina

Legal representative, SupportHost OÜ

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This statement applies to all customers of SupportHost OÜ. It is reissued every year and whenever the certifications or the measures described change; the version in force is always the one linked from supporthost.com/security.