



# Sky Compliance Solutions

Trading as SkyComp Tech | Compliance & Operations Excellence

## Security Policy

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*Effective date: February 1, 2026*

Sky Compliance Solutions, trading as "SkyComp Tech" ("we", "us", "our"), takes the security of our website, our software solutions, including the Operations Control Center (OCC) platform, Fidel LMS, MantisQ, KAMO (MRO) and other current and future solutions, and the data our clients entrust to us seriously. This Security Policy describes the safeguards and practices we follow, and what we ask of our clients and users in return. The specific technical environment of each solution can evolve, so this document describes our general security principles; specific technical and organizational measures for a particular client engagement may also be set out in that client's service agreement.

### **1. Data Protection in Transit and at Rest**

We use encryption for data in transit between users' devices and our systems, such as HTTPS/TLS, and apply access controls to protect data at rest. Access to production systems and client data is restricted to authorized personnel who need it to perform their role.

### **2. Access Control**

We apply the principle of least privilege, granting employees and contractors access only to the systems and data necessary for their responsibilities. Access to client environments and sensitive systems requires authentication, and access rights are reviewed periodically and revoked promptly when no longer needed, such as when an employee changes roles or leaves the company.

### **3. Infrastructure and Hosting**

Our Services are hosted using reputable infrastructure providers. We apply configuration and network safeguards intended to protect against unauthorized access, and we monitor our systems for irregular activity. Where a client requires specific hosting arrangements, such as data residency, these are addressed in that client's service agreement.

### **4. Application Security**

We follow secure development practices in building and maintaining our software, including code review and testing before releasing changes to production. We apply security updates and patches to our systems on an ongoing basis to address known vulnerabilities.

### **5. Data Backup and Business Continuity**

We maintain backup procedures designed to allow recovery of client data in the event of system failure, and we work to maintain business continuity in the event of a disruption. Specific backup frequency and recovery objectives for a given Service are set out in the relevant service agreement where applicable.

## **6. Employee Practices**

All personnel with access to client data are subject to confidentiality obligations. We provide security awareness guidance to staff and limit access to sensitive systems and data to those who require it for their work.

## **7. Incident Response**

We maintain a process for identifying, investigating, and responding to security incidents. In the event of a security incident affecting personal data or client data, we will take reasonable steps to contain and assess the incident, and will notify affected clients without undue delay, consistent with our legal obligations and any notification terms in the applicable service agreement.

## **8. Client Responsibilities**

Security is a shared responsibility. Clients and users are responsible for:

- Safeguarding their own login credentials and not sharing accounts;
- Configuring user permissions appropriately within the Services;
- Promptly reporting suspected unauthorized access or suspicious activity; and
- Ensuring that only authorized personnel are granted accounts and access.

## **9. Vulnerability Reporting**

If you believe you have discovered a security vulnerability in our website or Services, please report it to us responsibly at [info@skycomptech.com](mailto:info@skycomptech.com) so we can investigate and address it. Please do not publicly disclose a suspected vulnerability before giving us a reasonable opportunity to review and respond.

## **10. Continuous Improvement**

We review and update our security practices periodically as our Services, infrastructure, and the threat environment evolve. This Security Policy may be updated from time to time; the current version will always be available on our website.

## **Contact Us**

Questions about this Security Policy can be sent to:

**Sky Compliance Solutions (SkyComp Tech)**

Email: [info@skycomptech.com](mailto:info@skycomptech.com)

Governing jurisdiction: Republic of Uganda