



Quality, Information Security, Data Protection and Privacy Policy

Version 3.0

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Classification: Public

Prepared for: Kineo

Prepared by: Legal and Compliance Officer

Approved by: Leadership Team

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Document revision history

Version	Changed by	Summary of change	Approval date
1.0	Managing Director	Initial Document	2 March 2020
1.0	Measures and Metrics Committee	No changes	11 February 2021
1.0	Measures and Metrics Committee	No changes	21 August 2022
2	Legal and Compliance Officer	Privacy link added to statement of Commitment	30 August 2023
3	Legal and Compliance Officer	Change entity name and signatory, review content and ensure coverage across all regions	5 th August 2025

Approval

Date effective	Superseding	Policy review date	Approver
31 August 2023	V1	As required	Leadership Team
07 August 2025	V2	As required	Legal and Compliance Officer and Leadership Team

Kineo Mind Tools Pty Ltd t/a Kineo, ABN 94 686 441 190

www.kineo.com



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Our Mission

Kineo helps organisations achieve their learning goals and drive better business results.

We help our clients unlock the potential of their workforce by implementing learning strategies that improve outcomes by crafting exceptional and sustainable learning experiences that are designed to give results.

Statement of Commitment

Kineo is committed to delivering products and services, of the highest quality that meet or exceed client expectations. We work hard to create a company-wide culture of continuous improvement and drive for excellence. We are committed to data security and the fair and transparent processing of personal data. We recognise information security, [data protection and privacy](#) are fundamental to the success of delivering our products and services. We manage quality, information security, data and privacy risks, through our commitment to developing, implementing and continually improving our risk management practices. We do so in accordance with our Quality and Information Security Management Systems (QISMS) and the ISO 9001 and ISO/IEC 27001 standards. We demonstrate this commitment through certification of the QISMS to these standards. Our QISMS helps provide a consistent approach to our management systems whilst reducing complexity within our business.

We are committed to creating and maintaining practical policies and procedures, that demonstrate and ensure the integrity of our operations and secure the interests of clients and partners of Kineo.

To support this commitment, we are focused on the following objectives:

- Comply with all applicable local, regional, and international laws, regulations, standards, and contractual obligations relevant to our operations, including but not limited to those relating to data protection, information security, privacy, and quality management. This includes, where applicable, adherence to international standards (such as ISO/IEC 27001 and ISO 9001), industry codes of practice, and any other requirements to which Kineo subscribes across its global operations;
- Define and provide Kineo personnel with sufficient training, to ensure both their understanding of relevant data protection, privacy, quality and information security responsibilities and their confidence in the effectiveness of Kineo's defined processes and controls;
- Implement manageable and effective data protection, privacy, quality and information security controls to ensure appropriate protection of Kineo's information assets and client information;
- Ensure measurable business objectives and targets are established and reviewed through QSSC, Performance forum, Leadership Team and more formally at Management Review Meetings to enable continuous improvement of the quality of our operations and our information security practices;
- Maintain the reputation and brand of Kineo;
- Provide assurance to clients and other interested parties of the security of their information entrusted to Kineo whether in storage, processing or transmission giving confidence that we maintain the confidentiality, integrity and availability of information assets;

Management fully endorses this Quality, Information Security and Privacy Policy and the formal QISMS that has been implemented. It is the responsibility of all our employees to ensure it is understood, implemented and maintained at all levels within Kineo.

Signed by:

A handwritten signature in black ink that reads "Tracey Newman".

9134F441C6F241B...

Tracey Newman
Chief Operating Officer



Kineo UK
info@kineo.com
+44 (0)1 273 764 070

Kineo USA
usinfo@kineo.com
+1-312-846-6656

Kineo APAC
info@kineo.com
+61 1300 303 318

www.kineo.com