

# QUALITY AND INFORMATION SECURITY POLICY AQU CATALUNYA

The Governing Board affirms its commitment to the quality of the activities, information security and the running of AQU Catalunya as an entity entrusted with monitoring and advising on standards and quality in the higher education system in Catalonia.

The Governing Board understands that, in view of the nature of the Agency's activities, the quality of these activities is a value that is an essential means of safeguarding the credibility of AQU Catalunya and the trust and confidence bestowed on it by the universities, the Government, other agencies and society in general. The advent of information technologies has made it imperative for any talk of quality to include the subject of information security.

The commitments of AQU Catalunya made by the Governing Board are laid down in:

- > The values, mission and vision of the Agency as set out in the Strategic Plan for AQU Catalunya.
- > The principles established in the Code of Ethics, which guides the conduct of the people who work and act on behalf of the Agency.
- > Compliance with prevailing legislation.

The Agency's commitments to quality comprise:

- > The external review of AQU Catalunya in accordance with European and international quality standards.
- > An ISO 9001-based internal quality management system for the activities carried out by AQU Catalunya.
- > Staff training, feedback mechanisms (both internal and external) and all internal and external communications that facilitate the continuous enhancement of the Agency's activities.

The Agency's commitments to security comprise:

- > Ensuring the confidentiality, integrity and availability of information it receives and processes as salient measures to strengthen the trust of stakeholders in the Agency's activities.
- > Adoption of the necessary measures to ensure information security, with the objective of appropriately protecting the interests and rights of users of the Agency's services.

- > Establishing conditions of trust in the use of electronic media and the continuous provision of services through information systems that comply with legislation and current standards for security, such as international information security standard ISO 27001.

The Governing Board's entrusts the management of AQU Catalunya to ensure compliance with regulatory requirements and continuous improvement in the efficacy of its internal quality assurance system and information security. The commitment to quality and security extends to all staff and persons who act on behalf of AQU Catalunya. The Governing Board shall ensure that the Agency has the necessary tangible and intangible resources to comply with these requirements.

The Governing Board understands that this statement provides the framework for setting and reviewing AQU Catalunya's quality and security objectives. These objectives shall be set by the Agency's management in accordance with the commitments described here.

It is the commitment of the Governing Board to explicitly notify the entire organisation of this Quality and Security Policy statement and to guarantee its dissemination through all appropriate means and channels to ensure adequate dissemination and awareness of the same.

In order to comply with and disseminate these principles, the Committee for Quality and Information Security is responsible for the implementation and periodic monitoring of the Quality and Information Security Policy, as well as the endorsement of the Quality and Information Security handbook and all corresponding rules, procedures and instructions.

The Quality and Information Security Policy was formally endorsed by the AQU Governing Board on 11 December 2025.