



FIN-POL-026

Acceptable Use (IT and Communications) Policy

Defining responsible and appropriate use of systems and communications

Finova Policy

Built on Integrity, Discipline and Trust

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Document Control

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1. Policy Statement

Finova is committed to ensuring that its information technology systems and communication channels are used responsibly, securely, and in a manner consistent with professional conduct and legal obligations.

This policy sets out the standards expected for the acceptable use of IT systems, digital tools, and communication channels used in connection with Finova's activities.

2. Our Approach to Acceptable Use

Finova adopts a principles-based and risk-aware approach to acceptable use, recognising that technology and communication tools are essential to modern business but can also introduce security, legal, and reputational risk if misused.

Use of IT systems and communications must support legitimate business activity, protect information, and reflect Finova's commitment to professionalism, discretion, and integrity.

3. Use of IT Systems and Digital Tools

IT systems, devices, applications, and networks provided or approved by Finova must be used appropriately and for legitimate business purposes.

In practice, this means that users:

- access systems only where authorised,
- protect credentials and access rights,
- avoid actions that could compromise system security or data integrity, and
- do not introduce unauthorised software, tools, or services.

Unauthorised access, misuse, or interference with systems is not permitted.

4. Use of Communications Channels

Communications undertaken on behalf of Finova—whether by email, messaging platforms, voice, or other digital means—must be professional, accurate, and appropriate.

Communications must not:

- misrepresent facts or intentions,
- disclose confidential or sensitive information without authorisation, or
- include content that is unlawful, offensive, or inconsistent with Finova's standards.

Users are expected to exercise judgement and discretion in all communications.

5. Information Protection and Confidentiality

Acceptable use includes an obligation to protect confidential and sensitive information.

Users must handle information in accordance with:

- FIN-POL-012 – Information Security Policy, and
- FIN-POL-013 – Data Protection & Privacy Policy.

Failure to protect information, whether intentional or accidental, may result in serious consequences.

6. Monitoring and Compliance

Finova reserves the right to monitor use of its systems and communications where necessary to protect security, ensure compliance, or investigate concerns, subject to applicable legal requirements.

Users should have no expectation of privacy when using Finova-approved systems for business purposes, beyond what is required by law.

7. Governance and Oversight

Responsibility for acceptable use oversight sits with Finova's management, supported by appropriate escalation and review mechanisms.

Breaches of this policy may result in disciplinary action, restriction of access, disengagement, or other appropriate response depending on the circumstances.

8. Alignment with Recognised Information Use Principles

Finova's approach to acceptable use is informed by recognised information security, data protection, and professional conduct principles, as reflected in international guidance and applicable legal frameworks.

Such references guide approach and judgement, without implying certification, registration, or formal accreditation.

9. Review and Continuous Improvement

This policy is reviewed periodically to ensure it remains appropriate, effective, and aligned with Finova's activities and operating environment.

As technology, communication practices, and risk exposure evolve, Finova's acceptable use standards will adapt accordingly, and this policy will be updated where necessary.



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