

Information Security Policy

IMSERV specialises in smart metering, complex metering engineering, and advanced energy-data intelligence for businesses, suppliers and public-sector organisations. We are committed to providing high-quality data collection and metering solutions that meet customer requirements, regulatory standards and industry best practices.

Our information security commitments

It is our objective to:

- Deliver accurate, reliable and timely data to support our customers energy management and decision-making.
- Continuously improve processes, technologies and measure ourselves against business objectives, to ensure compliance and improvement of our business processes and performance.
- Comply with all applicable legal, regulatory and contractual obligations in relation to Information Security.
- Ensure the confidentiality of information will be protected, integrity of information will be maintained, and availability of information will be assured by protecting all information assets from disruption, damage, disclosure, misuse, and loss.
- Maintain a business management system that aligns with ISO 27001 standards and promotes a culture of continual improvement.
- Invest in training, development, technology, processes, and awareness in relation to information security and privacy to ensure our team is skilled, knowledgeable, and committed to excellence.
- Engage with stakeholders to understand their needs and expectations, ensuring we deliver value-driven solutions.

This policy is communicated to all employees and stakeholders and is reviewed regularly to ensure its continued suitability and effectiveness.



Jo Cox
Chief Executive Officer