

Security and data protection at Yokoy

Yokoy's Technical and Organizational Measures ([TOMs](#)) according to Art. 8 FADP (Federal Act on Data Protection) and Art. 32 GDPR as well as a detailed [technical system description](#) according to the requirements of the GOBD Principles for the Proper Keeping and Retention of Books, Records and Documents in Electronic Form and for Data Access are part of our publicly accessible compliance documentation. The compliance documentation is supplemented by our [Privacy Policy](#) and our [Cookie Policy](#) and our [AI Policy](#).

1. Processing of customer data

Yokoy's customers also receive a Data Processing Agreement as an Appendix to the SaaS Agreement, which details and explains Yokoy's handling of customer data, including the categories of data processed, the Subprocessors used, including contact details, purpose and TOMs applied by us and our sub-processors. An up-to-date list of subprocessors in use is available on the website.

2. Cloud solution

Yokoy is a SaaS based (Software-as-a-Service) cloud solution. Information about the security of data centers of our partner Google Cloud Platform (Data Storage in Germany, Belgium and Switzerland (invoice only) can be found [here](#) as well as the data center [certifications](#). Google Cloud Platform also published a Whitepaper on AI ensuring that Customer data is not used to train AI models as you can read here: [Google AI Whitepaper](#). The accessibility of our platform is transparently visible on our [Status page](#).

3. Third-party verification

Our data security is certified according to the internationally recognized ISO 27001:2013 standard by TÜV Rheinland. Furthermore, an independent third party performs annual penetration tests to check both the web and mobile app for their security. The relevant recommendations are implemented. and the system is then retested. The handling of card data is further certified according to the [PCI-DSS 4.0](#) (Payment Card Industry-Data Security Standard) by PGI (Protection Group International). Our internal Quality Management System is ISO 9001:2015 certified by the Swiss provider Attesta Zertifizierungsgesellschaft AG. The corresponding certificates can be downloaded from our [compliance documentation](#) on our website. Yokoy's software is certified by the Spanish State Tax Administration Agency (AEAT) [available here](#) enabling our customers to safely utilize digitized receipts and invoices and remove the burden of collecting and storing physical copies. To reach that certification Yokoy uses an eIDAS Q-Seal by D-Trust, an electronic token that cannot be made available publicly.

4. Internal resources

Early on, Yokoy appointed an internal Data Protection Officer with in-depth knowledge of Swiss, European and US data protection law certified by the AIPP the International Association of Privacy Professionals. The newest AI Governance Professional (AIGP) certification allows sound advice on the upcoming challenges on AI. During the onboarding process, monthly company updates and in

annual training sessions as well as with ad-hoc notices, employees are regularly updated on the fast-moving area of law. By virtue of the employment contract as well as individual confidentiality agreements all employees are bound by confidentiality.

5. Cooperation with partners

Data security practices of our partners are also important to us. Before we engage with a new partner, the partner is thoroughly examined on both data protection and data security aspects. A Data Processing Agreement (DPA) is concluded with all partners, which clearly regulates responsibilities. The [Yokoy Partner Code of Conduct](#) reflects our expectations of our partners on issues such as data protection, ethical sourcing, human rights, anti-corruption, and environmental protection and is available on the website.

6. Continuous Improvement

Data security and data protection are not static but are subject to continuous improvement. It is important to us to regularly inform customers, partners, and other stakeholders about our latest developments. This is done via Yokoy's [blog](#) or [newsletter](#).