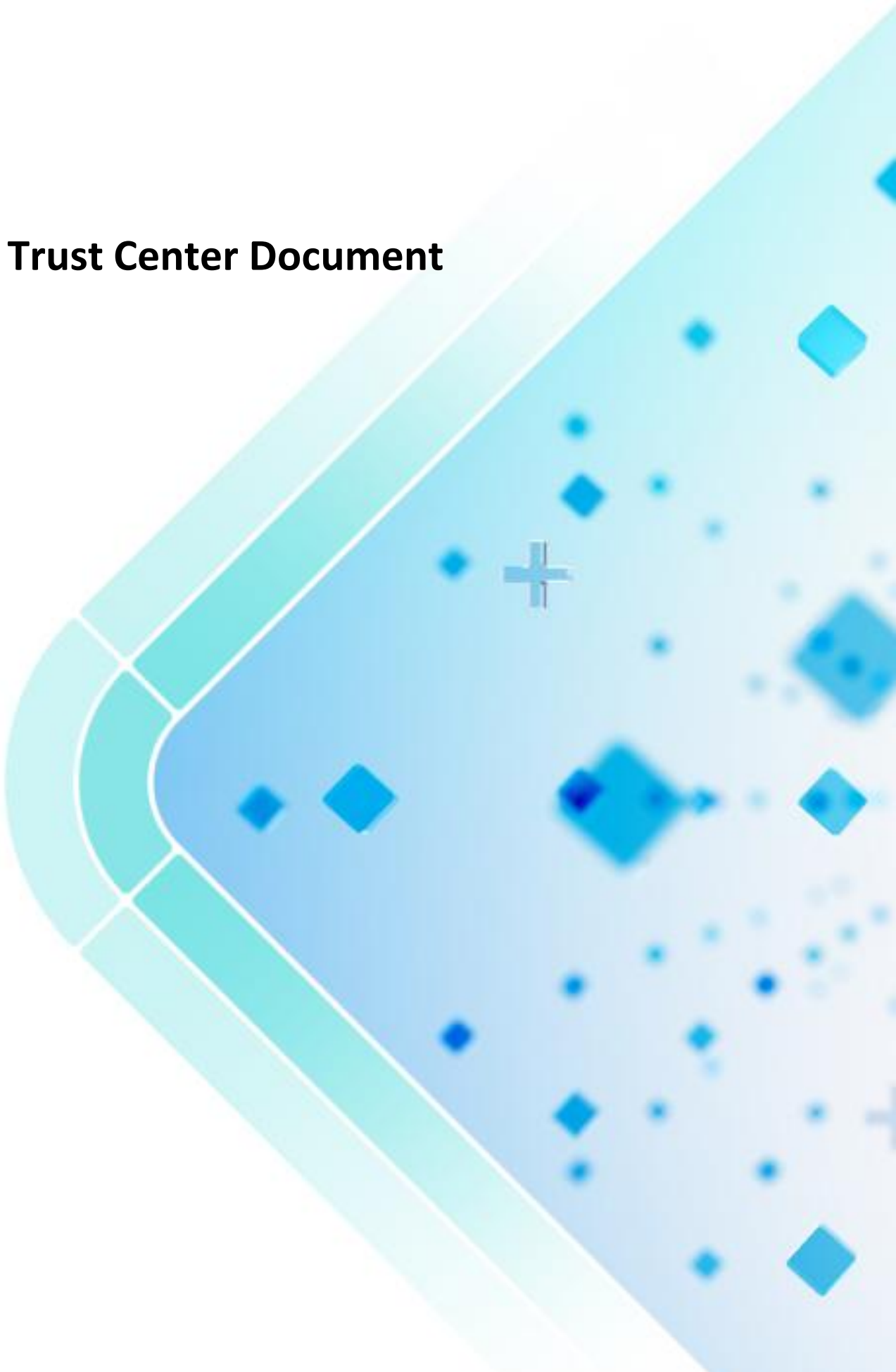


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Document Revision History

This guide is updated with each release of the product or when necessary. This table provides the revision history of this Guide.

Version Date	Description
September, 2025	HCL_BigFix_AEX_12.0_Security_Trust_Center Document
December, 2025	HCL_BigFix_AEX_12.1_Security_Trust_Center Document
April, 2026	HCL_BigFix_13.0_AEX_Security_Trust_Center Document



1 Our Commitment to Security & Trust

At HCLSoftware, we are fundamentally committed to earning and maintaining your trust. Security, privacy, and compliance are the foundations of our products. The HCLSoftware security strategy covers all aspects of our business, including corporate and organizational security policies, incident management and response, business continuity and disaster recovery, secure software development processes, and privacy.



2 Document Summary

HCL BigFix AEX is HCLSoftware's proprietary, enterprise-grade Agentic AI platform designed to help organizations build, deploy, and govern AI agents for enterprise support, automation, and workflow orchestration. The platform supports both SaaS and full on-premises deployment models, enabling customers to align HCL BigFix AEX with their security, data residency, regulatory, and infrastructure requirements.

- HCL BigFix AEX goes beyond a traditional cognitive virtual assistant by enabling LLM-driven, action-oriented AI agents that can reason, orchestrate workflows, and securely execute tasks across enterprise systems such as ITSM, HRIS, CRM, and other business applications. Through its agentic architecture, HCL BigFix AEX enables unified access to enterprise capabilities via conversational, workflow, and automation interfaces while maintaining strong governance and control.
- This document provides an overview of the security architecture, privacy controls, deployment models, operational safeguards, and Responsible AI practices used to support the HCL BigFix AEX platform. It covers how HCL BigFix AEX protects data across user interactions, knowledge sources, integrations, agent-to-tool execution, external system access, and platform services, while also outlining key areas such as encryption, access control, SSO, secrets handling, secure development, vulnerability management, auditability, backup and resiliency, SaaS and on-premises responsibilities, GenAI safeguards, PII protection, human oversight, and traceability of agent execution.

3 Introduction

The HCL BigFix AEX platform is an enterprise-ready, AI-driven automation and orchestration solution designed to be autonomous, flexible, and secure.

- Deployed on world-class cloud infrastructure, including IBM Cloud and On-premise (VM ware & Azure), HCL BigFix AEX provides a robust security posture designed to protect customer data, ensure service availability, and meet stringent compliance requirements.
- This SaaS enterprise application is a generative AI (GenAI) chatbot that leverages IBM Watson as the foundation model and Azure OpenAI or Google Vertex AI for enhanced LLM capabilities.
- HCL BigFix AEX is designed as a platform where not only the interaction and solution are provided to users, but also automation can be performed as actions where HCL BigFix AEX can create tickets on behalf of a user and gather information from an application that is integrated.

3.1 Data Sources

3.1.1 User

- Concerning the data in the application or the project, user details are one of the sources of data which is analyzed by using cognitive services, and a relevant response will be provided.
- The response can be a direct solution or further prompt understanding the query better. HCL BigFix AEX can respond in multiple ways, which can be a simple textual response, images, and media files like PDF, links, and even forms.

3.1.2 ITSM

- In the context of an enterprise chatbot like HCL BigFix AEX, ITSM platforms serve as dynamic and structured data sources.
- These systems manage the lifecycle of IT services—including incidents, requests, problems, changes, and assets—and hold critical operational data that the chatbot can use to perform actions or provide responses.

3.1.3 Knowledge Base

- In enterprise environments, a **Knowledge Base (KB)** is a structured repository of information, including how-to articles, FAQs, troubleshooting guides, and policy documents.
- For a chatbot like HCL BigFix AEX, the KB is a crucial **data source** that empowers it to provide **self-service**, **reduce ticket volume**, and offer **instant resolutions** without agent involvement.

3.2 HCL BigFix Deployment Models

- HCL BigFix AEX v13 offers flexible deployment models to support diverse enterprise security, compliance, and

operational requirements. The platform can be deployed as an HCL-managed SaaS offering or as a fully customer-managed on-premises installation.

- The following table outlines the shared responsibility model across these deployment options, clearly defining ownership for infrastructure, security controls, operations, backup, and disaster recovery.

Table 1 - HCL BigFix Deployment Models

Responsibilities	SaaS	Customer On -Premises
Multi Tenancy	Yes	No
Self-Heal Client support	Yes	Yes (Only for VMware, not for Azure)
On-premises Infrastructure Administration & Security Controls	N/A	Customer managed
IBM Cloud Administration & Security	HCLSW (HCL BigFix AEX Team)	N/A
Authentication & Authorization	Customer Provided SSO	Customer Provided SSO
Application Security Vulnerability Remediation	HCLSW (HCL BigFix AEX Team)	HCLSW (HCL BigFix AEX Team)
Data Backup & Restore	IBM Cloud based backup by HCLSW (HCL BigFix AEX Team)	Customer Managed Backup solution to be leveraged
BCP and DR	Backups restore based recovery by HCLSW (HCL BigFix AEX Team)	Customer Infrastructure to be used for Primary and DR setup.
Application Operations Support	HCLSW (HCL BigFix AEX Team)	HCLSW (HCL BigFix AEX Team)

3.3 Platform Security Highlights

- Our platform follows a defense-in-depth security approach across platform access, agent execution, runtime safeguards, and operational controls. Security is enforced through a combination of role-based access control, secrets isolation, guardrails, and auditability measures. In addition, HCL BigFix AEX supports execution traceability, controlled tool invocation, and operational safety controls such as agent disablement procedures to help enterprises manage governed AI deployments more securely.

3.3.1 For SaaS

Key features include:

- TLS 1.2 and 1.3 encryption for data in transit and AES-256 encryption for data at rest.
- IAM- and SAML-based authentication for identity federation.
- Encrypted data at rest and in transit.
- Strict role-based access controls (RBAC).
- Integration with Cloudflare DNS and Global Load Balancer, which also brings in layer 7 firewall capabilities, including WAF and DDoS protection for secure routing.

- Controlled agent execution through tool authorization, runtime safeguards, and monitored operational controls.
- Execution traceability and auditability to support operational monitoring, governance review, and investigation of agent activity.
- Secure secrets handling through approved platform mechanisms, so credentials are not exposed in prompts or knowledge assets.

3.3.2 For On-Premises

Key features include:

- TLS 1.2 / TLS 1.3 encryption for data in transit and AES-256 encryption for data at rest.
- SAML 2.0–based SSO integration with customer-provided identity providers.
- Disk- and storage-level encryption for databases and object storage.
- Strict role-based access control (RBAC) across platform components.
- Controlled tool invocation, runtime safeguards, and monitored execution flows to support governed agent operations.
- Execution traceability and auditability to support enterprise review, troubleshooting, and controlled production operations.
- Customer-managed network and perimeter security in alignment with enterprise firewall and security controls.
- Secrets and credentials managed using OpenBao Vault with AES-256 encryption.
- Strict role-based access control (RBAC) across platform components.
- Customer-managed network and perimeter security in alignment with enterprise firewall and security controls.

3.4 Responsible AI Control

HCL BigFix AEX integrates AI responsibly to enhance automation, improve workflows, and deliver experiences. HCL Software promotes safe, transparent, and ethical AI usage.

Table 2 - Responsible AI Control

Control	Description
Content Filtering & Prompt Validation (using Azure, AWS and GCP native content filtering service)	● Real-Time Content Filtering: Built-in content moderation checks for toxic, harmful, or restricted content using classifiers and guardrails before generating output. ● Prompt Injection Protection: Input sanitization and pattern recognition techniques are used to detect and neutralize prompt injection attempts. ● Output Filtering: Sensitive terms, data leakage, or prohibited topics are blocked before reaching the user. ● Runtime Safeguards: Input and output safeguards help enforce scope, confidentiality, and safe response behaviour during agent execution.
Responsible AI - Risk & Incident Management	● Conducts an AI Risk Assessment for every major release. ● Maintains structured processes for identifying, reporting, and resolving AI-related security incidents.

	● Kill Switch & Controlled Operations supports rapid disablement of misbehaving agents through kill switch / agent state controls to reduce operational risk.
Responsible AI - Human Oversight	● Incorporates human-in-the-loop workflows for sensitive or high-impact agent actions. ● Provides safeguards to maintain operational safety during agent execution.
Responsible AI - PII Protection	● Follows a “purposeful, limited, and minimized” approach for handling PII. ● Uses regex-based sanitization to redact sensitive data and prevent exposure. ● Processes only the minimal data required for operational needs. ● Allows display of a customizable banner to notify users not to provide or prompt any sensitive/PII data when interacting with AI agents.
Responsible AI - Accuracy & Transparency	● Supports tuning of AI hyperparameters to improve accuracy and groundedness. ● Promotes transparency and clarity in AI-driven workflows. ● Provides visibility into agent execution flow, including conversation steps, tool calls, and outcomes.
Traceability, Auditability & Observability	● Provides execution transparency across conversation turns, tool calls, outcomes, and timelines. ● Supports step-level payload inspection and auditability for governance, troubleshooting, and investigations. ● Enables operational monitoring of agent behaviour and execution flow.
Guardrails	● Multi-Layer Guardrails architecture is applied across knowledge ingestion, runtime input/output handling, and agent execution to help enforce safe, scoped, and policy-aligned behaviour ● Guardrails help restrict agents to their intended domain, reduce unsafe or unauthorized actions, and support grounded responses. ● Runtime Protection via Input and output safeguards help detect unsafe prompts, protect confidential information, and prevent restricted or non-compliant responses from reaching users. ● Guardrails work together with tool authorization, traceability, and approval controls to support operational governance.

4 Technical Architecture

4.1 Overview of Technical Architecture

HCL BigFix AEX Agentic Platform – Functional Architecture

Autonomous. Flexible. Enterprise-Ready.

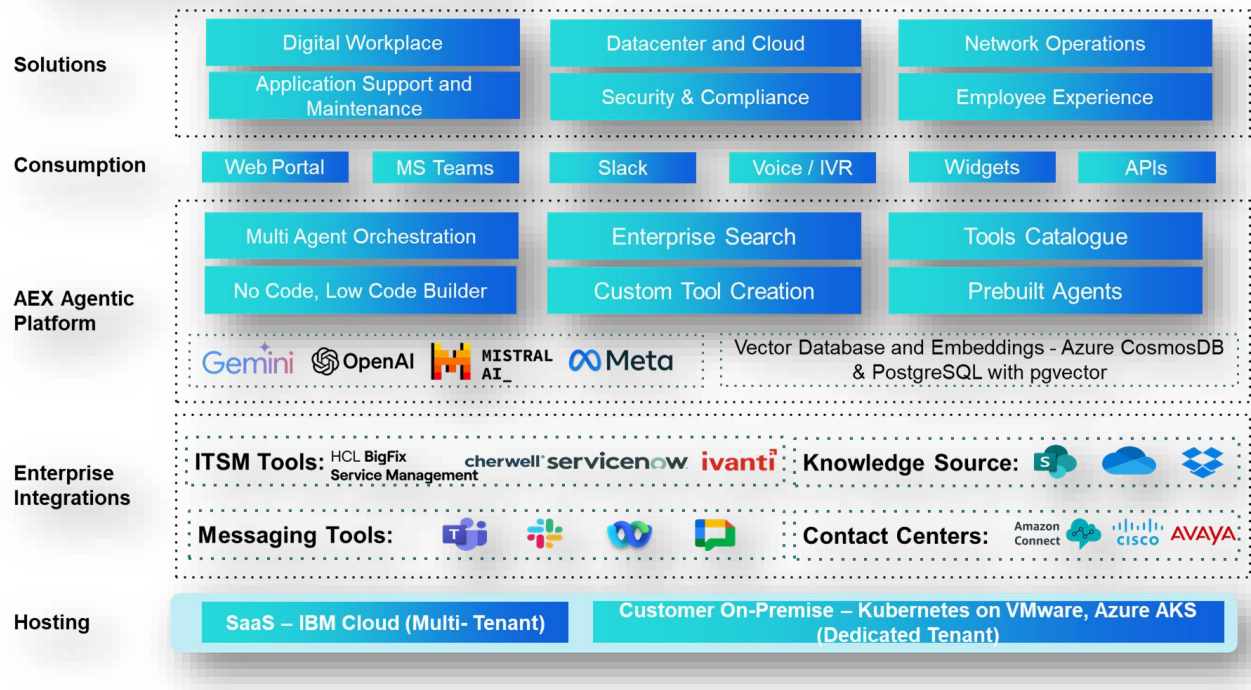


Figure 1 - Overview of Technical Architecture

4.2 Introduction

The HCL BigFix AEX Agentic Platform is an enterprise-grade automation and orchestration solution designed for autonomous, flexible, and secure operations. It enables organizations to integrate AI, IT service management, communication tools, and cloud deployment models to build responsive, intelligent ecosystems.

4.3 Solutions

These represent the core functional areas where HCL BigFix AEX can be applied:

- **Digital Workplace:** Enhancing productivity through automation in workplace applications.
- **Application Support and Maintenance:** Automates ticket handling, diagnostics, and resolution.
- **Datacenter and Cloud:** Automation for hybrid and cloud infrastructure management.
- **Security & Compliance:** Enforces compliance policies and automates threat detection.
- **Network Operations:** Streamlines monitoring, configuration, and issue remediation.
- **Employee Experience:** AI-based support for employee needs and interactions.
- **Agentic use cases and automations:** Autonomous IT Incident Resolution, Automated Employee Onboarding and

Workplace Support, Multi-Agent IT Operations Orchestration, Web Application Deployment and Rollback Automation, Automated Cross-Cloud Migration Analysis and Cost Optimization

4.4 Consumption Channels

Users interact with the HCL BigFix AEX platform through various channels:

- **Web Portal:** Central access for users and admins.
- **MS Teams & Slack:** Chat-based interfaces to execute tasks and receive updates.
- **Voice / IVR:** Enables voice interaction via telephony systems.
- **Widgets:** Embed automation functionality into other UIs.
- **APIs:** Integration with external applications and tools for seamless automation.

4.5 HCL BigFix AEX Agentic Platform Features

- **Multi Agent Orchestration:** Orchestrates multiple agents to carry out tasks autonomously.
- **Enterprise Search:** AI-based search engine across knowledge bases and systems.
- **Tools Catalogue:** A centralized repository of tools available within the platform.
- **No Code, Low Code Builder:** Simplifies app and workflow creation for business users.
- **Custom Tool Creation:** Enables building domain-specific solutions.
- **Prebuilt Agents:** Ready-to-use agents for frequent IT and business operations.

4.6 AI and Foundation Models Integration

The platform integrates with leading AI providers to power automation:

- **Gemini (Google):** Multimodal AI model.
- **Amazon Bedrock:** Access to a variety of foundation models via AWS.
- **Azure OpenAI:** Advanced LLMs for natural language understanding.
- **Anthropic Claude:** Premium models supported under Amazon Bedrock.
- **Mistral AI:** Lightweight and high-performance open models supported via Amazon Bedrock.
- **Meta:** LLAMA models and more supported via Amazon Bedrock.

4.7 Enterprise Integrations

- 50+ Integrations are available out of the box with the capability to create custom integrations.
- **ITSM Tools:** Integrates with HCL BigFix Service Management, Cherwell, ServiceNow, and Ivanti.
- **Knowledge Sources:** Includes SharePoint, Confluence, OneDrive, Dropbox.
- **Messaging Tools:** Compatible with MS Teams, Outlook, Slack, and others.

- **Contact Centers:** Works with Amazon Connect, Cisco, and Avaya for call center automation.

4.8 Hosting and Deployment

- **SaaS (IBM Cloud):** Fully managed by HCL SW on IBM Cloud with enterprise-grade security.
- **On-Prem:** Deployment within Customer-owned infrastructure (VM based on Data center/Public cloud or using Azure Paas services).

4.9 LLM Token Optimization in HCL BigFix AEX

HCL BigFix AEX uses a multi-layered token optimization approach across its Retrieval-Augmented Generation (RAG) pipelines and AI agent framework. The objective is to reduce unnecessary context passed to the LLM, improve response latency, and optimize inference cost while maintaining response quality and relevance.

Key token optimization mechanisms include:

- **Semantic Ranking:** HCL BigFix AEX applies semantic relevance ranking at the knowledge retrieval layer. When a user query is submitted, retrieved knowledge chunks are ranked based on contextual relevance rather than simple keyword matching. This helps reduce low-relevance content from being passed into the LLM context window.
- **Provider-Level Token Caching:** HCL BigFix AEX can leverage native prompt and context caching capabilities provided by supported LLM providers such as Azure OpenAI, Amazon Bedrock, and Google Gemini, where enabled and supported by the selected model configuration. Repeated or templated interactions with similar prompt structure and context can benefit from provider-side caching to reduce reprocessing of the same token set.
- **Vector-Indexed RAG Search:** HCL BigFix AEX uses vector-based indexing for knowledge retrieval. Documents are chunked, embedded, and indexed so that only the most relevant content is retrieved for a user query. This prevents large document bodies from being loaded into the LLM context window unnecessarily.

Together, semantic ranking, provider-supported prompt caching, and vector-indexed RAG retrieval help reduce redundant token usage, improve latency, and support more efficient execution of both single-turn and multi-turn AI agent interactions.

4.10 Hyperparameter Best Practices for AI Agent Configuration

HCL BigFix AEX allows key LLM hyperparameters to be configured based on the agent's purpose, interaction pattern, and required level of determinism. The recommended values may vary by use case and selected model provider; therefore, each configuration should be validated during testing before production deployment. Hyperparameters are supported as long as the LLM model provided by Vendors like Azure/AWS/GCP which are leveraged for Agentic or Generative AI provides this capability.

Table 3 - Recommended Hyperparameter Settings for AI Agent Configurations
Across Different Interaction Patterns

Parameter	One-Shot Agent	Multi-Turn Single Agent	Multi-Agent Orchestration
Temperature	0.0 – 0.3 Recommended for precise and deterministic outputs.	0.3 – 0.7 Recommended for a balance of fluency and consistency in conversation.	0.0 – 0.2 per agent Recommended for predictable sub-agent outputs and reliable orchestration.
Top-P	0.85 – 0.95 Helps maintain a focused vocabulary pool.	0.90 – 1.0 Allows a wider vocabulary for natural conversation.	0.85 – 0.95 Supports controlled diversity per agent role.
Presence Penalty	0.0 – 0.1 Suitable where repetition is acceptable for task accuracy.	0.3 – 0.6 Helps encourage topical breadth across conversation turns.	0.0 – 0.2 Helps agents remain within their assigned scope.
Frequency Penalty	– 0.1 Useful where consistent terminology is preferred.	0.2 – 0.5 Helps reduce repeated wording in longer responses.	0.0 – 0.1 Recommended where stable and parseable output format is required.

4.11 Memory Types Supported in HCL BigFix AEX

HCL BigFix AEX supports a structured memory model that enables AI agents to use the appropriate level of context across conversations, knowledge retrieval, and recurring operational scenarios. The memory approach is designed to balance contextual continuity, token efficiency, and governance.

- Short-Term Memory: HCL BigFix AEX supports configurable short-term memory through the active conversation context window. The context depth can be configured based on the use case, with support for up to 50 conversation turns. This helps agents retain recent conversational context while allowing teams to balance token consumption against the required depth of interaction.
- Episodic Memory: HCL BigFix AEX supports reusable situational memory through RAG-backed retrieval. For example, when an incident is resolved manually or through automation, the resolution pattern can be stored in a searchable knowledge source. If a similar issue occurs again, the agent can retrieve the prior resolution pathway and use it as contextual guidance, reducing repeated analysis and improving resolution consistency.
- Long-Term Memory: HCL BigFix AEX supports long-term memory through persistent RAG knowledge sources. Indexed documents, organizational knowledge bases, curated reference material, and approved enterprise content can be made available to agents across sessions. This memory layer is not limited to a single user session and acts as the stable knowledge foundation for agent reasoning and response generation.

This layered memory model helps HCL BigFix AEX agents operate with recent conversational awareness, reusable operational context, and persistent enterprise knowledge while maintaining control over what information is retrieved and used during agent execution.

4.12 Data Storage (for HCL BigFix SaaS)

The NoSQL DB DBaaS is physically hosted on Tier-1 cloud infrastructure providers such as IBM Cloud and Amazon. Therefore, the data is protected by the network and physical security measures that are employed by those providers, including (but not limited to):

- Access and identity management.
- General physical security of data centres and network operations center monitoring.
- Server hardening.
- Cloudant NoSQL DB gives the flexibility to choose or switch among the different providers as customers SLA and cost requirements change.

A multitude of security features is built into Cloudant NoSQL DB, for you to control access to data:

- **Authentication:** Cloudant NoSQL DB is accessed by using an HTTP API. Where the API endpoint requires it, the user is authenticated for every HTTPS or HTTP request Cloudant NoSQL DB receives.
- **Authorization:** Grant read, write, and admin permissions to specific databases.
- "In-flight" Encryption: all access to Cloudant NoSQL DB is encrypted by using HTTPS.
- **At-rest Encryption:** Data that is stored on disk in Cloudant NoSQL DB can be encrypted.
- Data that is stored in a Cloudant NoSQL DB instance is always encrypted.
- **API Access:** Cloudant NoSQL DB is accessed programmatically by using an API over secure HTTP (HTTPS). API keys can be generated by using the Cloudant NoSQL DB dashboard.

More details on Security can be found in:

<https://console.bigfixaex.com/docs/services/Cloudant/offerings/security.html#security>

Compliances related to the DB can be found at:

<https://console.bigfixaex.com/docs/services/Cloudant/offerings/compliance.html#compliance>

4.13 Object Storage (for HCL BigFix SaaS):

IBM Cloud Object Storage is a highly scalable cloud storage service, designed for high durability, resiliency, and security.

- The service can be used to store, manage, and access data via a self-service portal and RESTful APIs. All data is encrypted at rest and in-flight by default.
- IBM Cloud Identity and Access Management (IAM) allows you to control who has access to the resources in your Cloud Object Storage buckets, as well as other IBM Cloud Services, such as IBM Compute instances.

The security and encryption on IBM Cloud Object Storage can be found at

<https://www.ibm.com/cloud/garage/architectures/securityArchitecture/security-for->

<https://www.ibm.com/cloud/garage/architectures/securityArchitecture/security-for-datadata#objectstorage>

5 Data Privacy

- Data privacy (also called information privacy) refers to the right of individuals to control how their personal information is collected, used, shared, and stored. It's about ensuring that personal or sensitive data is handled in ways that protect people's rights and maintain their trust.
- Data privacy for the HCL BigFix AEX Platform refers to the protection of customer data by implementing strong technical and organizational controls.
- The platform is designed to secure customer-owned data through encryption, strict access controls, and secure cloud infrastructure.
- Where applicable, content filtering, sensitive-data safeguards, and reviewed knowledge sources help reduce exposure of personal or confidential information in prompts, responses, and enterprise knowledge workflows.

5.1 Data Roles and Responsibilities

- In our relationship, the customer is the data controller, retaining full ownership and control over the data collected and determining the purpose of its use for both SaaS and on-premises deployment models.
- HCL Software acts as a data processor for SaaS deployment model, processing data only on behalf of the controller and in accordance with our contractual agreement.

For more information, visit [HCL Software Privacy](#).

5.2 Purpose, Limitation, and Data Minimization

The platform is designed to process personal data for the sole purpose of product administration and fulfilling our contractual obligations.

We practice data minimization, and the product is not designed to process any special categories of sensitive personal data.

Customer Information Processed:

The platform may process the following customer information as part of its standard functionality:

- **Contact Information:** Organizational Email Address
- **Personal Identification:** First Name, Full Name, Last Name
- **User Account Information:** Login ID
- **Browsing Information:** Session Time and IP Address
- Business Unit name/Company/Customer Name
- Conversation chat data

5.3 PII Data

In HCL BigFix AEX, we collect the following types of information from Customers, and the overall purpose of the data is to provide operations Support and to improve the end user experience for that customer.

- **First Name/Last Name/Full Name** - We collect information of the end user from the Customer for First Name/Last Name and Full Name for general maintenance, support, and to improve the Support Services for the customer. Data is collected via integration with Customer SSO.
- **Organizational Email Address/Login ID** - We collect information of the end user from the Customer for Organizational Email Address and Login ID for general maintenance, support, and to improve the Support Services for the customer. Data is collected via integration with Customer SSO.
- **Browsing Information - Session Time and IP Address** - We collect information of the end user from the Customer for Session Time and IP Address via the Request Header of the payload (for the conversation interaction between user and HCL BigFix AEX). The purpose of this data is to provide support and improve the support services in the case of issues like Latency, connectivity issues, or end-user experience improvement.
- **Conversation chat data** - The chat data from the user comprises mostly the user query, where the user can type their query as part of the Chatbot interface, and the text will be stored in an encrypted manner in HCL BigFix AEX.

5.3.1 PII Minimization and Consent Controls

The product allows customers to configure a customizable disclaimer, which will be displayed as a notification within the Web interface to guide users on appropriate data usage.

- To prevent the ingestion of unnecessary PII data for conversation or Gen-AI use cases, this disclaimer can be used to instruct users not to enter personal or sensitive information unless required for the intended functionality.
- For added protection, the product supports redaction of stored conversation data.
- Regular-expression-based redaction is available as a configurable feature to automatically detect and replace PII data elements with generic placeholders.
- Client-side input redaction can also be performed on the web interface before data is stored. Additionally, users can exercise their Right to Erasure, enabling them to request the deletion of their personal data from the system when applicable. The data being captured, which is deemed for deletion under this, would be:
 - Email ID
 - Username
 - Query entered
 - Bot's response to the queries by the user
- This information would be erased as per the user's preference, and no back-traceable PII exists. To perform this, HCL BigFix AEX provides Right to Delete as a console which can be admin tracked and provides it as a bot use case where the admin can enable the use case and the user can trigger if needed.

- The data erasure request will be completed within seven working days from the date of submission, depending on the organization's policies.

HCL BigFix AEX follows a layered approach to minimize the collection, processing, storage, and retrieval of personal or sensitive information. In addition to user-facing notices and consent controls, HCL BigFix AEX applies technical safeguards across knowledge ingestion, runtime input handling, RAG retrieval, workflow processing, and agent response generation to reduce the risk of unintended exposure of PII, credentials, secrets, or other sensitive data.

The platform supports the following controls:

- **Regex-based detection:** HCL BigFix AEX uses deterministic regex-based scanning to detect sensitive patterns such as personal identifiers, contact data, financial identifiers, healthcare identifiers, network/location data, infrastructure secrets, access tokens, API keys, private keys, passwords, and connection strings. The platform covers across 42 PII detection rules and 28 secrets detection rules.
- **Validator-assisted detection:** For selected sensitive data types, HCL BigFix AEX can use validators such as Luhn validation, SSN validation, AWS secret validation, and Azure secret validation to improve detection precision and reduce false positives.
- **LLM-as-Judge semantic review:** HCL BigFix AEX complements deterministic checks with an LLM-as-Judge evaluation layer for semantic risk detection. This layer helps identify harmful content, jailbreak attempts, prompt injection patterns, privacy leakage, adversarial text, and contextual safety concerns that may not be captured by static rules alone. The LLM-as-Judge evaluation logic is embedded within the HCL BigFix AEX runtime pipeline and runs on the customer-configured LLM model. It is used as a supporting semantic review layer and does not replace regex-based detection, validators, or policy-based runtime controls.
- **Knowledge ingestion guardrails:** Before documents enter chunking, indexing, embedding, or retrieval, HCL BigFix AEX can apply pre-ingestion checks for PII, secrets, credentials, unsafe content, and contextual risk. This helps prevent sensitive or unsafe content from being embedded into the vector store or surfaced later through RAG-based responses.
- **RAG-based guardrails:** HCL BigFix AEX treats retrieved knowledge as controlled context rather than unrestricted source material. The RAG pipeline is designed to retrieve relevant indexed content and apply safety controls before the content is used in agent responses. Retrieved documents, records, and structured payloads are treated as untrusted input, and instructions embedded within retrieved content are not treated as system instructions.
- **Workflow-level PII and secret checks:** HCL BigFix AEX exposes PII Check and Secret Check controls inside workflow-based knowledge-processing flows. In the Chunking node, builders can enable these checks before content moves into downstream indexing or retrieval preparation. When enabled checks pass, execution continues; when a check fails, content can be routed to the false branch and chunking is halted.
- **Custom redaction functions:** In addition to built-in checks, HCL BigFix AEX supports custom function-based preprocessing for sensitive-data handling. Customers can define organization-specific regex redaction logic and

place it before the Chunking node so sensitive values are masked before content is split, validated, indexed, or passed into downstream RAG flows.

These controls help HCL BigFix AEX reduce unnecessary processing of sensitive information, protect customer data before it enters the knowledge pipeline, and support safer use of GenAI and RAG-based agent interactions within enterprise environments.

5.4 Chat Data

- Chat data constitutes most data that is being processed or stored in HCL BigFix AEX for every conversation happening between the bot and the user.
- Each query or question asked by the user contributes to data that contains multiple variables and text that corresponds to a chat.
- A collection of chats altogether will form a conversation. A conversation can include both user queries and the response from HCL BigFix AEX.

5.4.1 User

- The chat data from the user comprises mostly the user query in the form of plain text. The user can type their query as part of the Chatbot interface, and the text will be captured and sent to HCL BigFix AEX core, as mentioned in the network diagram.
- Even though HCL BigFix AEX supports voice in Chrome, the data that will be processed or stored will be text, as the voice will be converted into text by using text-to-speech.
- User queries generally should not have any sensitive or critical data as part of it. HCL BigFix AEX, while being designed for the use cases, will not collect any sensitive information, but users may type anything as a query that might include sensitive information.
- This information is not extracted, processed, or stored but is kept for historical logs and training purposes only.

5.4.2 Chat Bot

- Chatbot data comprises responses to the user for every query or response provided by the user.
- The user query is mostly text, but chatbot response can be of many formats, including articles in HTML, Images, PDF, Video, Link, Forms, etc.
- The response from the chatbot can be a direct solution to the query posted by the user or a question to collect further information. The response can also be data from integrations with multiple applications to gather related data.

5.5 Data Access

5.5.1 User Management Console:

- Access to data in the HCL BigFix AEX application is highly limited to only customer-side personnel. Dashboards and Portals with data will be controlled by role-based access and can only be accessed by valid users. The users with such access will be checked regularly for actions and access-related approvals to maintain such access.
- Services that hold data cannot be accessed by anyone except the Application Management Team with platform access. This level of access is only available to Administrators of the Application team and the Application Manager.
 - To obtain access to the data-rich dashboards, the user needs to be approved by the project team and justified for having such access. This access will be checked every 3 months to see if the user is active and is still a part of the organization or not.
 - In case a specific user's access is revoked, the same will be notified to the user and if required, to the project team with the reason.
 - If a specific user's access needs to be removed, then the same can be communicated to the team
 - to remove access to the dashboards.

5.5.2 SSO using SAML 2.0:

- Customer authentication and access to the HCL BigFix AEX application can also be integrated using SAML 2.0 for secure, federated identity management.
- This allows users to log in using their enterprise credentials, ensuring a seamless and secure single sign-on (SSO) experience, while also enabling centralized control and compliance with organizational access policies.

6 Information Life Cycle and Data Management

6.1 Data Retention (for HCL BigFix SaaS)

- As part of HCL BigFix AEX, all data that is being captured or processed has a retention period after which the data will be scraped or purged securely.
- The default retention period involves archival after 1 year or a period in compliance with customer security policy.
- Post 1 year, the data will be archived for 3 months, which can be restored in case requested by customers. The data retention period can be customized as per the customer's requirement.

6.2 Data Return and Destruction (for HCL BigFix SaaS)

- After the 15-month total retention period, the data will be purged and can no longer be accessed. In case the data in question is required, then it should be informed before the 15 months so that facilities to provide the same can be made.
- The data retention period can be customized as per the customer's requirement.

6.3 Data Backup and Resiliency (for HCL BigFix SaaS)

- As part of the base Service, HCL provides storage snapshot backups for data protection of file systems.
- Storage snapshot backups include supporting data availability, configuring snapshot and replication schedules, and facilitating the restoration of data from snapshots.
- Application logs are retained for up to 30 days, and access logs are retained for up to 1 year. Additional backup and restore capacity and services are available upon request and for an additional charge.
- At the termination or expiration of the Agreement and/or this Service, HCL will not be required to remove copies of Customer data from its backups until such time as the backup copies are scheduled to be deleted in the normal course of business.

Table 4 - Data Backup and Resiliency

Component	Frequency	Duration
Cloudant	Weekly	30 Days
Vector DB	Daily	35 Days
Redis	Daily	30 Days
Postgres	Daily	30 Days

Other high availability stores like object storage services are point in time backup as they contain non-critical assets only and work with the CDN of Cloudflare.

7 Information Security Governance and Risk Management

7.1 Security frameworks

- HCL BigFix AEX maintains appropriate technical and organizational measures designed to protect the data collected from accidental or unlawful destruction, loss, alteration, unauthorized disclosure, and access.
- HCL BigFix AEX is built on secure cloud architecture hosted on IBM Cloud or Customer owned Infrastructure (on-premise). Security controls follow industry's best practices for encryption, authentication, and access management.
- Customers retain flexibility in selecting their preferred cloud region and hybrid configurations, ensuring alignment with their own security and compliance requirements.

7.2 Global Load Balancer Security (for HCL BigFix SaaS)

- To enhance the application's security posture, we use Cloudflare as a protective layer that also behaves as a layer 7 firewall. Additionally, Cloudflare provides DDoS protection, mitigating volumetric and application-layer distributed denial-of-service attacks to ensure availability and performance even under attack conditions.
- It also includes a robust Web Application Firewall (WAF) that helps detect and block malicious traffic, such as SQL injection, cross-site scripting (XSS), and other OWASP Top 10 threats, before they reach the application.
- This setup helps safeguard the application from external threats while maintaining reliable access for legitimate users. WAF Rules are continuously checked and updated with the help of Cloudflare to ensure the latest discovered vulnerabilities are being identified and protected against.
- In on-premises deployments, equivalent perimeter security controls are implemented and managed by the customer.

7.3 Infrastructure and Physical Security (for HCL BigFix SaaS)

HCL BigFix AEX leverages the robust physical and environmental security controls of its cloud partners, including IBM Cloud for Application hosting and Microsoft Azure, Google Cloud, and AWS for LLM models.

- **Network and Perimeter Security:** The HCL BigFix AEX network is designed to protect against external threats and ensure secure communication.
- **Perimeter Defense:** We utilize Cloudflare as a protective layer at the network edge. This provides:
 - **Web Application Firewall (WAF):** To detect and block common web attacks like SQL injection and Cross-Site Scripting (XSS).
 - **DDoS Mitigation:** To protect against both volumetric and application-layer Distributed Denial-of- Service attacks, ensuring service availability.
- **Network Isolation:** All application and data services communicate over a secure, private internal network within the IBM Cloud environment.

- This isolates critical components from the public internet, reducing the attack surface.
- **Secure Transport:** All data in transit, both externally and internally between microservices, is encrypted using Transport Layer Security (TLS) 1.2 or higher with industry-approved cipher suites. All HTTP traffic is strictly redirected to HTTPS.
- **Cloud Provider Data Security:** IBM Cloud manages infrastructure-level data security, compliance, and physical safeguards. More details can be found in [IBM Cloud's Data Security Overview](#).
- **Monitoring:** The Entire platform is under 24*7 observation with a Security Information and Event Management (SIEM) using Devo as the tool, maintained by HCL SW.
- The platform also includes heartbeat monitoring as well.
- **For On-Premises deployments,** physical and environmental security controls are the responsibility of the customer's data center and cloud infrastructure teams/providers.

7.4 Application Security

HCL BigFix AEX incorporates multiple layers of security at the application level to control access and protect against threats.

- Authentication and Authorization (For both SaaS & On-Premises):
 - **Single Sign-On (SSO):** User authentication is managed via SSO, integrating with enterprise Identity Providers (e.g., ADFS, Azure AD, Okta, PingFederate) over SAML 2.0 through the IBM App ID service. HCL BigFix AEX does not store or handle user credentials.
 - **Role-Based Access Control (RBAC):** A fine-grained RBAC model is enforced to ensure users and services have access only to the resources necessary for their roles.
 - **API Security:** All API endpoints require authentication, either through API keys (e.g., Azure OpenAI) or OAuth 2.0 (e.g., IBM Watson).
 - **Session Management:** Idle user sessions are automatically terminated after 15 minutes of inactivity to mitigate the risk of unauthorized access from unattended sessions.
- **Data Security:** In Transit and At Rest (For both SaaS & On-Premises)
 - SaaS -
 - **Data in Transit:** All communication between users, services, and external systems is encrypted using HTTPS TLS 1.2/1.3.
 - **Data at Rest:** All data stored within the platform, including logs, configurations, and user-related data, is encrypted at rest using AES-256 encryption standards, as supported by the underlying cloud providers. Encryption keys are managed securely, leveraging the cloud provider's Key Management Services (KMS).
 - On-Prem-
 - **Data in Transit:** All communication between users, services, and external systems is encrypted using HTTPS TLS 1.2/1.3.

- Data at Rest: Encrypts all stored data using OS- or storage-layer mechanisms (MongoDB, PostgreSQL and NFS). For secret encryption OpenBao Vault is used which leverages AES-256 encryption for data at rest
- Azure –
- Data in Transit: All communication between users, services, and external systems is encrypted using HTTPS TLS 1.2/1.3.
 - Data at Rest: AES-256 encryption standards

– **Operational Security Controls**

- HCL BigFix AEX supports operational controls to disable or restrict an AI agent when unsafe, abnormal, or non-compliant behavior is identified. This may include disabling the impacted agent, restricting associated tools or workflows, removing the agent from active channels, or stopping ongoing execution where applicable.
- HCL BigFix AEX supports execution traceability, controlled tool invocation, and operational safeguards such as agent disablement procedures to help reduce risk during production operations.
- Guardrails, content filtering, and monitored execution flows help enforce scope, confidentiality, and safe runtime behavior during agent execution.

– **Voice Data Security**

HCL BigFix AEX applies a layered security model for voice integrations to help protect voice interaction data during transmission, processing, and retention. The platform is designed to minimize retained voice data while maintaining transparency on what is processed, stored, and excluded from storage.

- **Encryption and Transport Security**
HCL BigFix AEX enforces TLS 1.3 for voice data in transit, helping protect communication between the client, voice integration layer, and HCL BigFix AEX platform. Where voice-derived artifacts are retained, such as final transcriptions, industry-standard encryption controls are applied for data at rest.
- **Voice Data Retention Policy**
HCL BigFix AEX follows a data minimization approach for voice interactions:

Table 5 - Voice Data Retention and Security Controls in HCL BigFix AEX

Data Type	Retention Behavior
Raw voice audio	Not stored
Biometric voice data or voice identifiers	Not stored
Final transcription	Stored for operational and audit purposes

HCL BigFix AEX does not store raw voice audio or biometric voice identifiers. Only the final transcription output is retained, where applicable, to support operational review, troubleshooting, auditability, and service continuity.

- **Voice Transaction Model**
Voice interactions are treated as transactional events. Each voice interaction is processed, transcribed, and

concluded within the transaction boundary. The underlying audio does not persist beyond the processing flow, reducing residual voice-data exposure on the platform.

- **Redaction Capabilities**

Redaction is not performed on raw voice or audio streams. PII or sensitive data redaction, where configured, is applied at the transcript layer after transcription. Customers should note that the interval between audio capture and transcript generation is a transient processing window. This exposure is mitigated through TLS 1.3 transport protection and the platform's no-storage policy for raw audio.

7.5 Human Resources Security

- Human resources security practices, background checks, and training processes are taken care of by the HCL Software team.

7.6 Risk management

- HCL Software has a formalized risk management program that aligns with ISO 31000 and ISO 27005 best practices, as well as ISO 27001/27002.
- Risk management processes are integrated with other management systems, such as the Information Security Management System (ISMS). Security controls are implemented in accordance with our ISMS to manage risk across the organization.

7.7 Responsibility for Risk Management

- To drive the remediation of risks, our program reports risk status and escalates where necessary to senior management to inform business decision-making.
- Senior executives have overall responsibility as risk owners for mitigation, avoidance, transference, or acceptance of the risk. HCL Software uses a combination of weekly, monthly, and quarterly meetings and reports to ensure communication of risks.
- Every HCL Software staff member is responsible for the effective management of risk, including the identification of potential risks, the development of risk mitigation plans, and the implementation of risk reduction strategies.
- In On-Premises deployments, customers retain responsibility for infrastructure-level and operational risks

7.8 AI Risk Management

- HCLSoftware has defined processes and procedures for managing and accessing information systems and operational security risks.
- HCL BigFix AEX undergoes regular assessments to identify and assess the likelihood and impact of risks.
- These potential risks include unauthorized access, use, disclosure, or disruption to HCL BigFix systems and customers. Risks are categorized in accordance with a formally documented procedure.

- Any identified risk is managed in a timely manner to safeguard the confidentiality, integrity, and accessibility of HCL BigFix AEX systems and customer data.



8 Secure Development Life Cycle (SDLC)

8.1 Secure Development

- HCLSoftware adheres to stringent development processes to protect the code we develop and provide secure products to our customers.

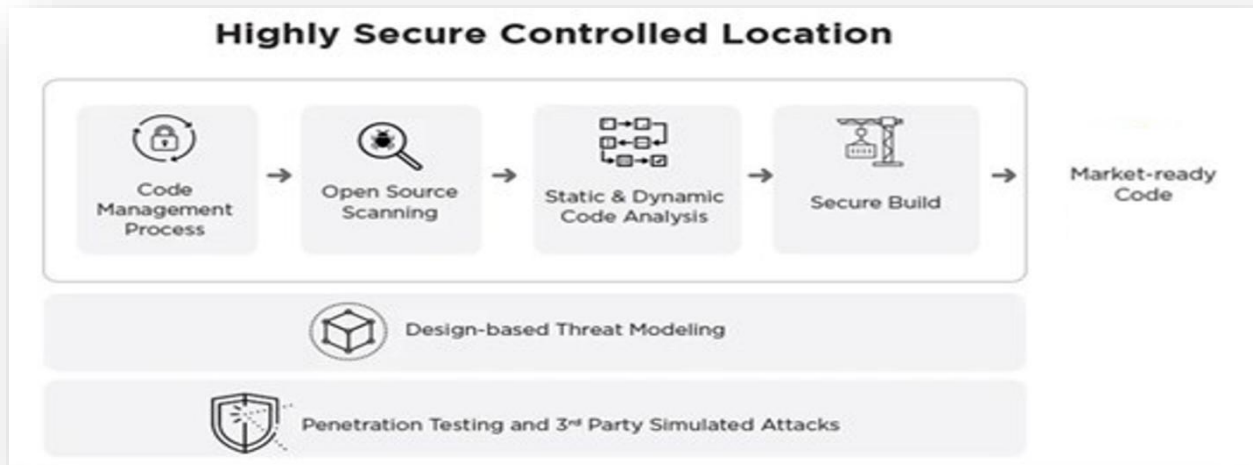


Figure 2 - Secure Development

8.1.1 Requirements & Planning

- **Data Privacy Assessment:** HCL's Privacy and Data Protection by Design and Default (PbD) addresses privacy requirements during design and verification phases.
- HCL Software uses the One Trust Platform to perform Data Privacy assessments for products, platforms, and operations support.
- **Quality Planning and Certification:** A Quality Planning and Certification Deck is prepared with key quality metrics and is approved by the QA Lead.

8.1.2 Design

- **Threat Modelling:** The process of identifying and prioritizing potential threats to a system and finding mitigation strategies.
- **Secure Design Review:** Conducted by the HCL Software Security team to assess product architecture, deployment methods, and existing security measures based on industry standards.

8.1.3 Development

- IDE-Level Code Linting
- Open-Source Code Composition and Vulnerability Analysis

- Static and Dynamic Application security testing
- Code Quality and Code Smell Analysis
- Container Image Scanning

8.1.4 Penetration Testing

Internal penetration testing is done for every release, and external testing is conducted annually to find vulnerabilities that attackers could exploit.

8.1.5 Maintenance

- **Security Bulletins & Vulnerability Management:** The HCL Product Security Incident Response Team (PSIRT) manages the receipt, investigation, and internal coordination of reported security vulnerabilities for HCL Software product offerings.
- The PSIRT coordinates with product development teams who investigate reported vulnerabilities and identify the appropriate response plan. For more information, visit the [HCLSoftware PSIRT page](#).
- The HCL PSIRT publishes Security Bulletins describing any relevant CVEs and pointing to additional details and remediation. A list of security bulletins for HCL BigFix AEX can be found on the official [HCL Software support and community forums](#).
- **Product Security Training:** Periodical training sessions are conducted for product teams on Secure Development, ISMS, Data Privacy, PSIRT Process, and more.

9 GEN AI Data Security & Responsible AI Controls

HCL BigFix AEX takes a defense-in-depth approach to securing Generative AI systems, covering user data, model interactions, infrastructure, and ethical governance.

9.1 User Data Protection

- **Encryption in Transit and at Rest:** All data exchanged within the HCL BigFix AEX platform is encrypted in transit using TLS 1.2 / TLS 1.3 (HTTPS). For on-premises Virtual Machine based or Azure AKS/PaaS services based deployments, data at rest is protected through disk- level and storage-layer encryption, including:
 - Database storage (MongoDB, PostgreSQL with pgvector) using OS-level disk encryption and using Azure PaaS Database native capabilities (Azure Document DB and Azure Database for PostgreSQL)
 - Object storage (MinIO) protected via encrypted NFS volumes and Kubernetes PVCs and for Azure Blob Storage data is encrypted at rest by default using AES-256 encryption.
 - Secrets and credentials stored securely in OpenBao Vault using AES-256 encryption and for Azure Key vault data is encrypted at rest by default using AES-256 encryption.
- **Zero Retention of Sensitive Inputs:** User prompts or responses classified as sensitive are not retained unless explicitly required and approved by the customer.
- **Sensitive-Data Safeguards:** Where applicable, content filtering and related safeguards help reduce exposure of personal, confidential, or restricted data in prompts, responses, and enterprise knowledge workflows.

9.2 Access Control & Identity

- **Role-Based Access Control (RBAC):** Fine-grained access is enforced to ensure only authorized users can interact with or configure AI services.
- **Single Sign-On (SSO) & SAML 2.0 Integration:** User authentication is managed via SSO, integrating with Customer provided enterprise Identity Providers (e.g., ADFS, Azure AD, Okta, PingFederate) over SAML 2.0.
- **Audit Logs:** All access and activity logs are captured and monitored for suspicious behavior.

9.3 API & Model Access Security

- **API Key Management:** API keys are securely generated, rotated, and stored in encrypted vaults (e.g., for SaaS using IBM Key protect, Openbao Vault in on-premises deployments, Azure Key Vault in Azure Public Cloud).
- **Scoped Access:** APIs are protected with least-privileged permissions and rate-limiting to avoid abuse or overuse.

9.4 Content Filtering & Prompt Validation

- **Real-Time Content Filtering:** Built-in content moderation checks for toxic, harmful, or restricted content using

prompt-based guardrails and policy checks before generating output.

- **Prompt Injection Protection:** Input screening, pattern detection, and runtime safeguards help identify and block prompt injection, jailbreak attempts, and unsafe manipulation of agent behavior.
- **Output Filtering:** Sensitive terms, data leakage, or prohibited topics are blocked before reaching the user.
- **Knowledge Safety Controls:** Where knowledge collections are used, uploaded content can be reviewed and safeguarded before being used in retrieval and generation workflows.
- **Runtime Safeguards:** Input and output safeguards help enforce scope, confidentiality, and safe response behavior during agent execution.

9.5 Secure Development Practices

- **OWASP for GenAI:** Regular testing is conducted against OWASP Top 10 for Large Language Models (LLMs), including:
 - Prompt injection
 - Model denial-of-service (DoS)
 - Insecure plugin design
 - Sensitive information disclosure
 - Inadequate sandboxing
 - Supply chain vulnerabilities
 - **Defender for Cloud:** Continuous security posture management with Azure Defender for Cloud (or similar services) ensures compliance, threat detection, and remediation for AI workloads.
 - Follows a comprehensive security testing framework covering threat modelling, SAST(ASoC), DAST(ASoC), Mend, SonarQube, and Prisma.
 - Includes penetration testing by HCLSW Security team aligned with OWASP Top 10 for Web and GenAI risks for every release and external team annually.
 - **Secure Deployment & Operations:** Hardened configurations, automated CI/CD security checks, strict Dev/Test/Prod separation, least-privilege access controls, and defined incident response processes.
 - **Secure-by-Design Development:** Security is embedded across the SDLC through threat modeling (e.g., STRIDE), secure coding practices, strong input validation and output encoding, encryption of data at rest and in transit, centralized secrets management, and secure code reviews.

9.6 Responsible AI and Ethical Safeguards

- **Explainability & Auditability:** All AI outputs are traceable with logs and rationales for key decision-making.
- **Human-in-the-Loop Review:** Critical actions or high-risk decisions include human validation checkpoints.
- **Transparent Use Notification:** Users are informed when they're interacting with AI systems, maintaining ethical transparency.

- **Operational Governance:** Guardrails, controlled execution, and agent disablement procedures help support safe and governed production use of AI agents.

9.7 Compliance and Certifications

The HCL BigFix AEX platform (SaaS) has the following compliance certification/attestation available:

- ISO 27001
- SOC 2 Type II
- SOC 3
- CERT – IN
- ISO 27034

For On-prem HCL BigFix AEX has ISO 27034 attestation.



10 Conclusion

Our valued clients can rest assured that we keep security foremost in our minds as we develop, test, and deliver effective and secure solutions to our customers. For more information, please [contact us](#).



11 Support

For any product related queries, drop an email here - hcl-bigfix-aex-core@hcl-software.com



HCLSoftware