



Information Classification Guide

Do you know your **'unrestricted'** from your **'internal only'**?
Confused about **'confidential'** and **'secret'**?

Information in Absa is classified according to four distinct labels:



Unrestricted

A document is labelled **'unrestricted'** when the sharing of content is suited for general consumption and the sharing is therefore not restricted to approved authorisation.

Tip: Unrestricted information is information that is meant to be shared freely. There are no associated risks in doing so.

Examples:

- Job adverts
- Marketing material and related marketing publications, brochures, magazines
- Public announcements
- Your own information that you would like to send to an external email address is also classified as **'unrestricted'**

Impact: The sharing of **'unrestricted'** information - be it internal or external - has no adverse impact on Absa.



Internal Only

A document is labelled **'internal only'** when the sharing is appropriate for any and all Absa employees.

Tip: Remember to apply logic and discretion.

- It is the default classification for regular business operations.
- Internal only information may at times include references to internal operations deemed inappropriate for sharing with third parties.

Examples:

- Internal news
- General updates and announcements labelled internal only
- Day-to-day email communication to other Absa employees

Impact: The sharing of **'internal only'** documents has no significant impact on Absa or approved Absa third parties/business partners.



Confidential

A document is labelled **'confidential'** when the information needs to be kept known to only authorised individuals. The information is shared on a need-to-know basis and may not be accessed by unauthorised internal or external parties.

Tip: The biggest difference between confidential and secret is that **confidential information is kept known to only authorised individuals**. The information is owned by Absa Group and/or may be related to a confidential business process.

Examples:

- Financial (personal and customer) information of Absa client or an Absa employee
- Customer contract
- New product plan
- Audit findings/report and critical internal business processes
- Performance and compensation information specific to individuals
- Legal contracts

Impact: Unauthorised disclosure of **'confidential'** information will have negative impact on all related parties.



Secret

A document is labelled **'secret'** when the information is meant for exclusive use by 'named' individuals who are authorised by management.

Tip: The biggest difference between secret and confidential is that **secret information is kept hidden so that it remains unseen or unknown to others and released to named individuals**.

Examples:

- Market or price sensitive information and profit forecasts or annual results prior to public release
- Sensitive medical personal information
- Strategic planning information on potential mergers or acquisitions
- Certain information system security configuration
- Executive committee minutes
- Certain audit findings and reports

Impact: When **'secret'** documents are disclosed to unauthorised parties, the consequences are extreme e.g. financial or reputational damage, loss of competitive advantage, regulatory sanction or legal action.

Do you have questions?

Feel free to email AGLIRMqueries@absa.co.za or Secops@absa.co.za