

22-07-2025

Information Security Appendix - Statement

I _____, ID number _____,

the authorized representative of the Software Company _____, Ltd./Pvt. Co. No. _____
undertakes and declares as follows:

Whereas the Israel Tax Authority (hereinafter: "**the Tax Authority**"), including *Shaam* (Computerized Processing Service) (hereinafter: "**the system**"), is subject to a number of regulations, both because the system is part of critical state infrastructure of the State of Israel, and due to the databases located in the system and the sensitivity of the data, the Software House declares that it has been made aware of its obligations as a user authorized to access the system, all as detailed in this statement.

The Tax Authority and Shaam allow businesses and companies that manage software companies and software developers (hereinafter: "Software Company") who wish to use the Application Programming Interface Services (hereinafter: "API") for the transfer and/or receipt of information from/to the system. Without derogating from their obligations, the Software Company or its representatives undertake not to use the system or API for the purpose of developing automations that are not directly related to the legal use of the system without the prior written permission of Shaam.

The use of Shaam systems is subject on compliance with the provisions of the Privacy Protection Law, 5741-1981, the Privacy Protection (Data Security) Regulations 5777-2017, and Amendment No. 13 to the Privacy Protection Law.

The Tax Authority and Shaam reserve the right to amend the Information Security Appendix from time to time and per System needs.

Software Company Representative

1. The Software Company undertakes to have its employees employed by it and/or anyone acting on its behalf (hereinafter: "**software company representative**") sign a letter of confidentiality and to present it at the request of the Ministry of Defense. The software company will not grant access to personal information to the software company representative before they have signed the confidentiality letter as stated above, adapted to the nature of their role and the service they provide through the system.
2. The software company has the responsibility to ensure that the software company representative will use the system's services according to Shaam procedures while complying with various laws relating to the performance of their work with the system. The software company declares that it will grant access to the systems only to representatives of the software company who have been specifically authorized to do so and whose role requires access to personal information based on the principle of need to know.
3. The Software Company declares that it is aware that it is responsible for any use of the system through a third party with whom it has contracted for any action on its behalf.

Governing Law and Regulations

The Software House warrants and represents that – when making any (direct or indirect) use of the system – it will comply with the provisions of any applicable law, including in the context of data security, privacy protection and cyber protection. Without derogating from the generality of the aforesaid, the Software House confirms that it will act in accordance with the Privacy Protection Law, 5741-1981, the Privacy Protection Regulations (Information Security), 5777-2017 (hereinafter: "Information Security Regulations"), and the Computer Law, 5755-1995, as well as Amendment No. 13 to the Privacy Protection Law.

Confidentiality

4. The Software House undertakes to maintain complete secrecy of any document, information, details, and data of any kind obtained from the system, not to transfer/notify/deliver/bring to the attention of any unauthorized person any information it receives in connection with the information in the system.

5. The Software House is aware that a breach of confidentiality constitutes an offense, inter alia, under sections 118 and 119 of the Penal Law, 5737-1977, section 142 of the Value Added Tax Law, 5736-1975, section 231a of the Customs Ordinance, sections 231, 232, and 234 of the Income Tax Ordinance [New Version], section 105 of the Land Tax Law (Praise, Sale, and Purchase), 5723-1963, section 50 of the Property Tax and Compensation Fund Law, 5721-1961, section 19b of the Purchase Tax Law (Goods and Services), 5712-1952, and section 23b of the Privacy Protection Law, 5741-1981.

Personal Information

6. The Software Company and/or any representative thereof hereby represent that this statement does not grant them any right in connection with the use of the personal information found in the system. Software Company and/or any representative thereof will take reasonable measures under the circumstances to ensure that access to the personal information and the system is made by those authorized to access it, taking into account the scope of access granted to them.

7. For the avoidance of doubt, it is clarified that any use of the system for personal purposes, including the use of data that the Software Company or its representatives, employees, etc., have access to through the personal area of the Tax Authority, or any access/copying/other use of personal information (hereinafter: "**prohibited use**") by the Software Company or its representatives or anyone acting on its behalf is against the law, and the Software Company undertakes not to make, nor even attempt to make, prohibited use.

8. The software company will not disclose personal information it has processed for a customer through the system to any person or entity without sending a power of attorney to the Tax Authority, and for the represented customer only, except when such disclosure is required by law or as part of a legal proceeding.

Data Security Event

9. The software company will document each case in which an event is discovered that raises concern of damage to information security that can affect the personal information that the software company processes and which is in its systems. Such documentation will be based, as far as possible, on automatic registration.

10. The Software Company and/or any representative thereof hereby represent that – within the framework of the procedures – it has also established instructions on how to respond to information security events according to severity and degree of sensitivity, in accordance with applicable law, including but not limited to, information security regulations. The Software Company will hold a discussion at least once a year on information security events and will examine the need to update the procedures in connection with the provisions for dealing with such information security events, all as required by Regulation 11(c) of the Privacy Protection Regulations.

11. The Software Company undertakes to notify the Tax Authority in writing within 72 hours of becoming aware of any case of abuse of the system's services and/or the system and/or infrastructure. In addition, the Software Company undertakes to notify the Tax Authority regarding an information security event or the existence of a concern for an information security event.

Undertaking to complete penetration tests (PT)

- 12. A Software Company that serves more than ten clients that issue invoices through Shaam systems will conduct a proactive penetration test every 12-18 months. such software companies that are already using Shaam will conduct the first penetration test by December 31, 2025.
- 13. A Software Company that serves more than 100 clients that issue invoices will conduct a proactive penetration test by September 2025, and then every 18 months on a regular basis.
- 14. The Tax Authority reserves the right to require software companies to conduct a proactive penetration test in case of any suspicious and/or illegitimate activity that poses a cyber risk to the Tax Authority.
- 15. The service provider that conducts the penetration tests will possess at least three consecutive years of experience with penetration tests (at least 25 tests a year, and serving large organizations with at least 500 clients each).
- 16. The Software Company will resolve any and all "High" or "Critical" issues within 30 business days of identifying the exposure, and inform the Tax Authority that the issues have been resolved (such reports will be delivered at the Software Company's expense).

Authentication processes

- 17. The Software Company will require its clients to implement a two-step authentication mechanism (2FA) under the following principle:
"Something you know" ("you" being the Software Company and/or any representative thereof) + "Something you get" + (what the Software Company and/or any representative thereof receives in real time).
- 18. Please make sure that authentication data are stored in encrypted form, including:
Client Secret\Access Token\Refresh Token>Password\JWT \ Session_Id, etc.

The Software Company will conduct the following authentication-related monitoring and audit controls:

- 19. The Software Company will ensure that verification and authentication logs are securely saved in encrypted form (data at rest) for 12 months.
- 20. The Software Company will report – in real time – any attempted attack or impersonation that may adversely affect its clients' interfaces with the Tax Authority (Phishing), or any other attempted attack launched against the Software Company.

Investigation

- 21. The Software Company confirms and declares that it is aware that the Tax Authority reserves the right to investigate logs, events, etc. on the Software Company website.
- 22. The Software Company declares that as of the date of signing this appendix, it is not aware that it is being conducted against it and/or against anyone on its behalf and/or against any of its managers any claim or legal proceeding regarding the protection of privacy and information security, including supervision and/or enforcement procedures by the Privacy Protection Authority (hereinafter: **"the Procedures"**). In the event of the opening of one of the proceedings, the Software Company must promptly notify the Tax Authority.

Dear software companies, if you have any questions or clarifications, please contact the API Service Support Center. You can also contact customer service at 02-5688444 or by email at APISupport@taxes.gov.il
"Whenever there is any doubt, there is no doubt."

I, _____, holder of ID number _____, authorized representative of the software company, confirm that I have read and understood all the obligations applicable to me as stated above. I am further aware and will not hear any claim from me that insofar as the Tax Authority and/or representatives of the system find that the software company or its representatives do not meet one of the above requirements, the Tax Authority and the system reserve the right to disconnect us from the system at any time and to take any legal action required in the circumstances.

Stamp + Signature _____