



APCERT CLIENT CHARTER

Members of Asia Pacific CERT (APCERT) are committed to delivering trusted and reliable services specifically to our respective constituency as well as other CERTs and key organizations in general.

In order to further enhance and reiterate our commitment in the area of Computer Emergency Response and Incident Handling, we have identified the following area of focus:

- 1.1. Cooperation: To cooperate, communicate and facilitate related agencies in the area of Computer Emergency Response and Information Security in order to mitigate large scale cyber attacks and reduce impact of cyber threats.
- 1.2. Responsiveness: To provide prompt response to other CERTs and critical organisations that requires assistance in handling cyber incidents.
- 1.3. Confidentiality: To treat your personal / business information in the strictest confidence provide
- 1.4. Complaints and Feedback: In the event that you experience difficulty in getting in touch or unable to effectively communicate with any members of APCERT, please channel your enquiries to the Secretariat of APCERT at: apcert-sec@apcert.org *[Do note that this channel must not be used for Incident Reporting]*