

Cybersecurity & Data Privacy



Cybersecurity and data protection are critical aspects that support business continuity, particularly as the rapid growth of digitalization heightens the vulnerability of systems to cybersecurity threats. As a company that serves millions of customers and manages large-scale data, TelkomGroup is committed to enforcing the highest security standards to safeguard the data of customers, partners, and stakeholders, while seizing opportunities for secure and trusted digital services.

Management Approach

[GRI 3-3]

Data Protection Governance

To support the implementation of Telkom's cybersecurity and data protection policies, Telkom's Data Protection Function Unit and Data Protection Officer (DPO) are responsible for monitoring privacy compliance, as well as coordinating audits and risk mitigation. The Data Protection Function Unit plays a role in overseeing adherence to personal data protection policies, raising awareness throughout the organization, and ensuring all personal data processing is performed in accordance with applicable regulations and standards.

TelkomGroup's Personal Data Protection Governance and Information Security Governance control cybersecurity and data protection practices in TelkomGroup in accordance with regulations, primarily Law No. 27 of 2022 concerning Personal Data Protection (PDP Law) and applicable regulations.

To ensure compliance and effectiveness of data governance, TelkomGroup's Personal Data Protection Supervision Guidelines regulate the audit process conducted by Internal Audit of Telkom and third parties. This audit assesses the compliance and appropriateness of operational business activities implementation with data governance and derivative procedures, the effectiveness of information security controls, the conformity of the implementation of personal data subject rights, and incident handling of personal data protection failures.