



# Data Security

Willis Towers Watson (WTW) recognizes that effective management of information security and risk is an essential part of maintaining the trust and confidence of our clients. We take a proactive approach to information protection and security and design our strategy around the principle of defense in depth. We believe it is important to maintain the confidentiality of data provided to us by our clients and colleagues. Therefore, we continue to strive to make significant investments in our information security and data privacy program as it is essential to maintaining our reputation as a trusted advisor. We have developed safeguards and processes to help ensure the security of the data that is entrusted with us.

## Program objectives, planning, and management

In designing, implementing, and assessing the effectiveness of our security controls, we consider the requirements of international and industry standards. WTW has a well-defined risk-based Information Security Management System (ISMS) that is aligned to International Organization for Standardization (ISO) 27001 and the Information Security Forum (ISF) Standard of Good Practice for Information Security. Our ISMS is ISO 27001 certified and assessed annually as part of its certificate maintenance requirement. In addition, WTW utilizes external threat intelligence feeds and risk assessments to identify and implement appropriate safeguards to counter the changing threat landscape. Our approach to information security and data privacy includes:

- information security and data privacy programs that include training and awareness campaigns;
- human resource controls that include employee screening;
- physical security;
- access controls;
- data loss prevention;
- ongoing vulnerability testing;
- a global security operations center that includes a cyber defense center and team dedicated to cyber defense and resiliency;
- a third party (supplier) risk management function;
- a technology risk and controls function, in addition to internal audit;
- a records management program;
- business continuity management; and
- other technical, administrative, and physical controls.

Please note the following Legal Disclaimer is incorporated by reference herein. As noted in the Disclaimer and our public filings with the U.S. Securities and Exchange Commission, we face numerous risks that could cause results to differ.

## Legal Disclaimer

### Forward-Looking Statements

Some of the statements contained on the Company's website are forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, and Section 21E of the Securities Exchange Act of 1934, which are intended to be covered by the safe harbors created by those laws. These forward-looking statements include information about possible or assumed future results of our operations. All statements, other than statements of historical facts, that address activities, events or developments that we expect or anticipate may occur in the future, are forward-looking statements. Also, when we use words such as "may," "will," "would," "anticipate," "believe," "estimate," "expect," "intend," "plan," "probably," or similar expressions, we are making forward-looking statements. Such statements are based upon the current beliefs and expectations of the Company's management and are subject to significant risks and uncertainties. Actual results may differ from those set forth in the forward-looking statements. All forward-looking disclosure is speculative by its nature.

A number of risks and uncertainties that could cause actual results to differ materially from the results reflected in these forward-looking statements are identified under "Risk Factors" in Item 1A of our Annual Report on Form 10-K and in our subsequent filings. These statements are based on assumptions that may not come true and are subject to significant risks and uncertainties.

Although we believe that the assumptions underlying our forward-looking statements are reasonable, any of these assumptions, and therefore also the forward-looking statements based on these assumptions, could themselves prove to be inaccurate. In light of the significant uncertainties inherent in the forward-looking statements included in our Annual Report on Form 10-K and subsequent filings, our inclusion of this information is not a representation or guarantee by us that our objectives and plans will be achieved.

Our forward-looking statements speak only as of the date made and we will not update these forward-looking statements unless the securities laws require us to do so. In light of these risks, uncertainties and assumptions, the forward-looking events discussed on our website may not occur, and we caution you against unduly relying on these forward-looking statements.

### Risk Factors

As discussed above, a number of risks and uncertainties could cause actual results to differ materially from those projected in any forward-looking statements. The Company's risk factors are described in "Risk Factors" in Item 1A of our Annual Report on Form 10-K and in our subsequent filings and should be carefully considered in evaluating our business. The risk factors described in our filings are not the only risks and uncertainties that we face. Additional risks and uncertainties that are presently unknown to us could also impair our business operations, financial condition or results.

### Policy Statements

Each of the policy statements attached to this Legal Disclaimer is a statement of general policy. It is possible that specific circumstances in our global operations may differ from those described in our policy statements.



### About Willis Towers Watson

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 45,000 employees serving more than 140 countries and markets. We design and deliver solutions that manage risk, optimise benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas — the dynamic formula that drives business performance. Together, we unlock potential. Learn more at [willistowerswatson.com](http://willistowerswatson.com).



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WTW427903/10/2020

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