BKR H/LL

TRUST CENTER | SECURITY, RESPONSIBLE AI, AND PRIVACY

HOW WE PUT TRUST INTO PRACTICE

Financial institutions trust Baker Hill with their most sensitive information. Earning and keeping that trust is central to how we operate. Our program rests on three commitments: **we secure data, govern AI, and protect privacy.**

SOC 2 TYPE 2
Independent assurance

ISO 27001
Information security

ISO 42001
AI management

THREE COMMITMENTS GUIDE OUR PROGRAM

INFORMATION SECURITY

We protect the availability, integrity, and confidentiality of the information our clients and partners entrust to us. Our program spans governance and compliance, access control, secure development, business continuity, incident response, and third-party management.

RESPONSIBLE AI

Our AI is secure, transparent, and accountable, with defined oversight and human accountability at every step. Baker Hill does not train or fine-tune models, and never uses customer, financial institution, or borrower data to train them.

PRIVACY

We safeguard institution and borrower information with clear policies and careful data management: strong access controls, careful third-party management, and clear policies for every employee, contractor, and consultant.

WHAT THAT MEANS FOR YOUR INSTITUTION

Built to be dependable. UN/FY runs on Microsoft Azure with US West hosting and US East failover. Geo-redundant database backups and a 24-hour recovery time and recovery point objective keep lending operations available.

Your data stays protected. We process borrower information only on your behalf and only as our contracts allow, under a managed privacy program built on ISO/IEC 27701 principles.

Governed from the top. An executive-led committee oversees security, privacy, and AI risk, reviews metrics monthly, and reports to the Board quarterly.

Security that works with yours. UN/FY works with your single sign-on and conditional access, adding MFA, encryption, a web application firewall, and annual penetration testing.

Ready for examiners. Governed workflows, controlled configuration, and complete records show how lending decisions were made. UN/FY records user activity, approvals, and changes.

Measured, not assumed. We track monthly metrics, maintain a risk register, close every finding, and test incident response annually, verified by independent ISO and SOC 2 audits.

NEXT STEP

Our team is happy to walk you through our security, AI governance, and privacy practices. Vendor review and compliance teams can find SOC 2 Type 2 reports, ISO certifications, and business continuity documentation in our Due Diligence Library, using your existing community access.

Learn more: bakerhill.com/trust-center

© 2026 Baker Hill