

CaixaBank fortifies its cybersecurity structure in response to the new challenges posed by AI

- ***The bank is creating a new cybersecurity unit at its subsidiary CaixaBank Tech that will allow the vision of defence and digital resilience to be incorporated into all phases of technology projects***
- ***CaixaBank has a solid strategy in the field of cybersecurity, with a strong focus on the global perspective, coordination, innovation and prevention of the human factor***

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CaixaBank has fortified its cybersecurity structure by creating a new unit specialising in cybersecurity at CaixaBank Tech, its technology subsidiary, dedicated to the development of innovation and technology for the financial group's different areas of activity.

In this context, CaixaBank has appointed María Guillamón as Chief Information Security Officer (CISO) of CaixaBank Tech, who will work in coordination with Alberto Rosa, CISO of the CaixaBank Group, who leads the cybersecurity strategy of the financial institution and its subsidiaries.

The new team will be made up of specialists who will strengthen internal capabilities with the aim of incorporating the cybersecurity vision into all phases of new technological projects.

The initiative is part of the context of the transformation of the financial sector and the emergence of new challenges related to the capabilities of new frontier models of AI and quantum computing, which are reshaping both defence tools and threats. In this scenario, CaixaBank is committed to integrating cybersecurity as a key component in developing innovation and in creating new solutions and services.

Cybersecurity, a priority for CaixaBank

Cybersecurity is a priority for CaixaBank, which has a robust strategy in this area based on the application of a global perspective, a strong focus on coordination, the development of specialised research and the prevention of the human factor through dissemination and awareness.

CaixaBank has implemented a mature threat intelligence process to be able to anticipate, test and prevent any impact on the Group's resilience. Likewise, the entity has implemented a cybersecurity ecosystem that has specialized equipment and advanced technological infrastructure to protect digital transactions from security incidents.



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The bank is continuously working to provide important security information to its customers, keeping the security section of its website up to date, holding conferences, posting on social media and publishing regular information through a newsletter, informing them of the most frequent frauds and scams and the steps they should take to avoid falling victim to this type of deception.

All actions are aligned with the Information Security Strategic Plan, which continuously benchmarks our capabilities against industry best practices with independent analysis. The bank runs regular cyberattack drills and has a Cybersecurity Advisory Council, which aims to identify trends and adjust the Strategic Cybersecurity Plan accordingly.

European projects focused on AI

CaixaBank reinforces its leadership in cybersecurity with its participation in European projects, being the only Spanish financial institution involved in two pioneering initiatives: VIGILANCE and CYBERAID. Both projects focus on protecting critical infrastructure and on promoting cyber defence through cutting-edge technologies such as artificial intelligence, blockchain and the development of capabilities aimed at post-quantum security.

In addition, the entity has been part of 14 collaborative European R+D+i consortia since 2018, within various funding programs of the European Commission. This track record places CaixaBank at the forefront of cybersecurity in Europe and strengthens its role in international cooperation and in progressing towards greater digital sovereignty in the face of growing global threats.



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