Gathering & Sharing Data and Information Securely & Conveniently

Gathering Data

When we carry out an initial assessment of a letter of instruction if we need more information we will create and make available to you a Collection Folder. This will enable you to upload any and all additional information we may need to prepare the report.

Issuing our Report

When our report is ready to be issued we will create a secure shared folder. You will be able to access the shared folder from your mobile phone, desktop, or any online browser without worrying about security.

Once the shared folder has been created you will receive an email notification with a link to the folder. You can then access the shared folder by clicking on the link in the notification email.

To ensure that all documents we share are safe and can be accessed only by certain users they will be password protected. As a further security measure, we will set an expiry date for a shared folder or file to ensure it is not accessible after a specified time.

We believe this to be a really efficient and effective means of communicating, that is far quicker than post and more secure than email.

Compliance.

Information Security Standards

We have an Information Security Management System (ISMS) in place derived from ISO standards, which takes into account our security objectives and the risks and mitigations concerning all the interested parties. Our cloud based CRM supplier has achieved ISO 27001, ISO27017 & ISO27018 certifications to demonstrate compliance with the standards.

Encryption in transit and at rest

Files are encrypted both in transit and at rest. Data at rest is encrypted using industry-standard AES-256. All customer data is encrypted in transit over public networks using Transport Layer Security (TLS) 1.2/1.3 with Perfect Forward Secrecy (PFS) to protect it from unauthorized disclosure or modification.

File backup

We run full back-ups once a week and incremental back-ups everyday. Back-up data in a DC is stored in the same location and encrypted at rest, as the original data. With multiple file backup locations, information is always safe. Multiple copies of files are stored in different locations, thereby protecting data from any disaster or hardware failure.

Virus, malware, and spam detection

All files go through virus, malware, and spam checks to detect any infections. Such files are prevented from being distributed to others.

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