

## Support Policy Statement

uCheck Limited (“uCheck”) will be responsible for countersigning DBS and/or DS Disclosure applications electronically. uCheck will also submit DVLA requests on behalf of our customers and administer Identity Checks, Adverse Credit History Checks and a Right to Work toolkit providing a document verification and online storage facility.

uCheck will update, enhance and upgrade the online software solution (“System”) at its sole discretion. uCheck will ensure that the System is always compliant with the latest Disclosure and Barring Service (“DBS”) e-bulk schema, the Disclosure Scotland (“DS”) Website Interface Specification and the Driver and Vehicle Licencing Agency (“DVLA”) ADD API Specification.

For the avoidance of doubt, uCheck has no control over the length of time taken for DBS and/or DS Disclosure results to be returned and certificates issued; or the availability of services and results from its partners.

### 1. Performance & Availability

- 1.1 uCheck aims to make the System available at all times, however, at times there will be a requirement to suspend all or part of the System for a short period, for maintenance and updates;
- 1.2 The System will normally be available 24 hours a day, seven days a week, save for reasonable maintenance windows as detailed at 2.1 below and/or as a result of events outside uCheck’s control; and
- 1.3 The System will normally be accessible providing that it is not restricted by fire walling or filtering that is beyond uCheck’s control (subject to your internet connection and other system requirements being available, all of which are your responsibility).

### 2. Maintenance windows

- 2.1 The following times will be classified as “at risk” times, during which the System may be unavailable due to maintenance and, therefore, access to the System may be prevented without notice: 7pm – 6am, Monday to Friday and during weekends. You acknowledge that the above is for information only and that the System may be unavailable for maintenance at times other than those listed above;
- 2.2 uCheck reserves the right, at its sole discretion, to temporarily suspend the System to carry out preventative maintenance or to protect the integrity of the System and services provided.
- 2.3 uCheck will endeavour where possible to notify customers of any maintenance being conducted outside of these times at least 2 hours in advance.

### 3. Support

- 3.1 uCheck will be available to receive customer calls between the hours of 8.30am to 5.30pm, Monday to Friday, excluding public holidays;
- 3.2 uCheck will use reasonable endeavours to assist with any issues relating to the availability of the System and any queries concerning use of the System; and
- 3.3 Response times to any issues will be within 2 working hours.

### 4. Security

4.1 Customers' data is kept securely and uCheck will ensure that:

4.1.1 all personal data on the System is stored securely and encrypted to AES 256-bit level;

4.1.2 all uCheck representatives involved in the provisioning of the System are trained, checked and authorised to handle any data; and

4.1.3 all communications containing confidential data are secure and encrypted using SSL encryption.

## 5. Physical security

uCheck will ensure that:

(a) CCTV cameras are in place and capture both internal and external access to the offices;

(b) An intercom is fitted to the entrance door for visitors;

(c) A security alarm has been fitted to meet the BS EN 50131/1 regulations;

(d) An access control system has been installed with keyless entry for authorised personnel. This complies with BSEN 61000-6-3, BSEN 61000-6-1 & BSEN 60950;

(e) All uCheck employees, visitors and contractors wear identification badges.

**Approved by:** *George Griffiths*

**Date:** 22/04/2020

**Managing Director**