

Quality and Information Security Policy



It is our policy to provide and maintain quality and information security services meeting our customer's needs. The company's Quality and Information Security Management Manual defines our quality and information security objectives and key procedures.

Customer service is an essential part of the quality and information security process and to ensure this is fulfilled, all employees and sub-contractors are aware of quality and information security and its impact on customer service.

To ensure the company maintains its awareness for continual improvement, the quality and information security system is reviewed by management at least once a year, and internal audits are carried out at least every six months and is subject to annual independent external audit. During these reviews the company will ensure that we are:

- Comprehending customers' needs and delivering a value for money service through continual improvement in our quality and information security management system.
- Making employees aware of ways to continually provide customer satisfaction and supporting staff with the necessary training so that they can provide an improved level of service.
- That the company is adhering to its quality and information security policy and continually looks at ways to extend its offerings.
- Providing a framework for setting and reviewing quality and information security objectives
- Giving due recognition of legal, contractual and regulatory requirements pertinent to our operations

The requirements of the company's Quality and Information Security Management Manual are communicated to all persons within the organisation who understand their obligations under this policy.

Using our bespoke technology incorporating third party elements, at our Wimbledon office and secure hosting facilities, the company will process, store and issue information through the use of our data capture, document management services, and reporting services. The information retained and or processed by the company will be subjected to our rigorous security measures which are continually reviewed and improved.

The information assets of the company not only include our customer's data but anything generated by each process of our business. Along with our legal and contractual obligations the company will take appropriate security measures for information assets to be properly protected. This will in turn ensure we maintain the trust of our customers.