

Support Policy Statement

uCheck Online Screening & Vetting service

MG Care Executive Limited trading as uCheck will be responsible for Countersigning DBS and/or DS Disclosure applications electronically. We will also submit ADD DVLA requests on behalf of our customers and administer Identity Checks, Adverse Credit History Checks and Right to Work toolkit providing a decision-making tool with document verification and online storage facility.

uCheck will update, enhance and upgrade the system at our sole discretion. uCheck will ensure that the system is always compliant with the latest DBS e-bulk schema; the DS Website Interface Specification and the DVLA ADD API Specification.

For the avoidance of doubt, uCheck has no control over the length of time taken for a DBS and/or DS Disclosure results to be returned and certificates issued; or the availability of Services and Results from our Partners.

1. Performance & Availability

- 1.1 uCheck aims to make the system as available as reasonably possible, however at times there will be a requirement to suspend all or part of the system for a short period, for maintenance;
- 1.2 The system will normally be available 24 hours a day, seven days a week, save for reasonable maintenance windows as detailed at 1.1 and/or as a result of events outside our control; and
- 1.3 The system will normally be available from any location that is not subject to fire walling or filtering beyond uCheck's control subject to your connection to the internet and other systems requirements, all of which are your responsibility.

2. Maintenance windows

- 2.1 The following time will be classified as "at risk" time, 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 Sunday. 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 service; and
- 2.3 uCheck will endeavour where possible to notify customers of any maintenance being carried out either within or outside of these times 48 hours in advance.

3. Support

3.1 uCheck will be available to receive customer calls between the hours of 8.30am and 5.30pm Monday to Friday on days uCheck is open for business.

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.

3.3 Response times to any issues will be within 2 working hours.

4. Security

Customers' data is kept securely and uCheck will use commercially reasonable endeavours to ensure that:

3.4 All personal data on the system is stored securely and encrypted to AES 256 bit level;

3.5 All uCheck employees involved in the provisioning of the service are trained, checked and authorised to handle any data; and

3.6 All communications containing confidential data are secure and encrypted using SSL encryption.

5. Physical security

The physical boundary and offices of uCheck provide:

- (a) Access to premises is over seen by means of CCTV cameras for both internal and external 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; and
- (b) All uCheck staff wear identification badges.]

Signature: *Mike Griffiths*

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