

Security Statement

A reminder, Axia Digital only manage the data for the purpose of individuals creating accounts and producing reports and there is no passing on of information. Trusts do not need to upload the programme onto their Trust computers, it is accessed using a browser.

Company: Citizen Connect Ltd trading as Axia Digital, Registered in England And Wales No. 03464607

Email: help@axia.support

Physical Address:

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UK based country.

Servers held in UK with hosting provided by Amito at www.amito.com

Compliance standards and process followed:

ISO 27001 and ISO 9001

Response process:

Critical Priority;

The following is true 24x7;

- The application is not available from more than one location /network

Response time within 1 hour to acknowledge the incident and a fix time as soon as possible.

Updates would be provided every hour until a resolution is found and implemented.

High Priority

Any or all of the following are true during business service hours

- A major function that is critical to all “end” users of the site is not operational examples include and are not limited to;
- The ability to login directly or via single sign on
- The ability to view user records
- The ability to add user records

Response time within 1 hour to acknowledge the incident and a fix time as soon as possible. Updates would be provided every hour until a resolution is found and implemented. If the fix time runs outside of business service hours work would continue until the issue is resolved.

Normal Priority

Any or all of the following are true during business service hours:

- A minor function of the application is not operational
- A user needs administrative assistance

Response time 1 working day. Fix time would be agreed with the client on a case by case basis depending on the severity.

Low Priority

Any or all of the following are true during business service hours:

- A user has questions about the application

Response time 1 working day. Fix time would be agreed with the client on a case by case basis depending on the severity.