

GC15 Service Definition Document

Service: ReportMyLoss

Service Description

This service offers high-standard loss reporting previously accepted by UK police. Organisations can use it directly or via licence with user tokens. Reports gain exceptional visibility to UK police, traders, and insurers—detering false claims and supporting legitimate ones—providing a robust alternative to in-house loss reporting systems.

Service provides loss reporting capability that satisfied the standards and detail previously required by UK police (who no longer accept loss reports). Organisations wishing to augment or replace their own loss reporting processes may opt to use this service instead, either free of charge (in which case there is a charge at point of use) or, more generally by paying a licence fee and then being able to issue tokens permitting the desired user base (typically the public) to make reports free of charge by using the tokens. The unique feature of reports created by this service is that they have unrivalled visibility among UK police systems, and globally traders and insurers (who respectively may avoid buying such property or see a report as a positive support to a claim). Police visibility introduces the moral hazard against false reporting that organisations used to achieve by requesting police issued loss reports.

Backup, Restore, Disaster Recovery

We operate multiple redundant compute, storage and front-end systems, auto-scaling to balance load. Backups are achieved through multiple copies of data replicated in real time. Restoration is not necessary, in the event of failure, inoperable nodes are removed and rebuilt through the normal replication process. Disaster recovery is similarly operated, being mitigated by the use of multiple data centres.

Onboarding and Offboarding

Onboarding for web UI users involves simply registering online for the service, their organisation having been granted registration capability by virtue of purchasing a licence. Offboarding for users consists of simply not using the service and after a period of inactivity their account will be disabled until such time as it is reinstated or removed permanently.

Constraints

This service may contain information that while not protectively marked should nonetheless be always treated as sensitive and only ever accessed if the user can honestly attest during use to have a lawful purpose under GDPR and/or PACE as appropriate to the user's role.

Support

Support requests should be sent to support@thenmpr.com. We will provide phone support on occasion in response to tickets raised by email. We aim to provide answers or clarifying questions within one business day of a support ticket being raised.

Technical Requirements

Only a modern web browser and an internet connection is required to access this service.

Outage and Maintenance Management

This is not an operationally critical system. Outages do not risk harm to persons or time-critical delays to business-as-usual operations. In the event of planned unavailability, users will be notified by email to relevant contacts.

Hosting Options and Locations

We host in multiple diverse locations in the UK, EU and USA. Users do not have options over this.

Access to Data (upon Exit)

Usage logs are always retained. They become the property of the vendor during use of the service. There are classes of data that users may submit through the service. We will dispose of this data if requested to do so in accordance with our Terms and Conditions but for security, those terms exclude extracting or returning the data. To this end, user must not submit data that they do not securely store elsewhere. We should only ever hold a copy of data.

Security

All our systems are managed (and audited by UKAS approved auditors) to ISO9001 and ISO27001 at a minimum, with CHECK approved penetration testing for systems containing sensitive data.