

GC15 Service Definition Document

Service: NMPR Credit Intel

Service Description

Provides detailed UK credit file history with fuzzy name and address search for offender tracing. It supports crime prevention, detection, and police-standard vetting, offering address verification and financial history in one platform on an unlimited usage pricing model.

This service provides access to the detailed credit file history of the UK adult population. The underlying data is from TransUnion, one of the three UK credit reference agencies. It also includes fuzzy search for name and address, ideal for offender tracing and management. In addition to investigative use for the prevention and detection of crime, the licence also provides for Vetting purposes, providing a single tool with a consistent platform for address location, verification, financial history and vetting according to police standards. This service is only available to organisations in the UK that exercise law enforcement powers and then only to staff vetted to at least NPPV2 who are operating under suitable lawful purposes. Ideal for a wide variety of investigations but particularly useful to economic crime units and vetting units.

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.

Licences for this service provide for unlimited users and usage for employees or authorised agents of the licenced organisation.

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 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.