

GC15 Service Definition Document

Service: StatusCheck

Service Description

The only device status check compliant with the TUFF Traders code, used by trade-in, recycling, refurbishment, and trading-standards teams. It checks police reports, insurance claims, ownership records, and loss or fraud data, giving a definitive indicator of whether a device is safe to purchase.

The only device status check service that is compliant (and therefore permits users to be compliant) with the Telecoms United Fraud Forum UK ("TUFF") Traders voluntary code of practice. Typically used by those accepting consumer electronics as trade-ins, handling recycling, refurbishment of devices, or trading standards monitoring, it provides access to status that checks police crime reports, insurance claims, corporate and private ownership, loss, theft, found property reports, warehouse stock loss, forward and reverse logistics losses and loss due to fraud of many kinds to provide the ultimate indicator of whether a device should not be purchased.

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 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.