

Addresscloud Match API

Service Definition

1. What the service is

Addresscloud Match is a UK-only address matching and geocoding service delivered via a RESTful API. It allows users to validate, standardise, and geocode UK addresses against authoritative Ordnance Survey reference data, returning structured address outputs and geographic coordinates in real time.

2. Data backup, restore, and disaster recovery

The service is built on a stateless, serverless architecture. No customer-submitted address data is stored beyond transient processing and operational logging. Platform configuration and operational data are backed up automatically by the underlying cloud provider. Disaster recovery and business continuity are supported through multi-availability-zone deployment.

3. Onboarding and offboarding

Onboarding is provided remotely and includes API credential provisioning and access to documentation. No onsite installation or training is required. At contract end, API access is disabled and no further customer action is required.

4. Service constraints

The service supports UK addresses only. It is API-only and does not provide a user interface. Underlying address datasets cannot be modified, downloaded, or redistributed. Customisation is limited to configuration via API parameters.

5. Service levels

The service is designed to meet a target availability of 99.9%, excluding scheduled maintenance. Support is provided via email or ticketing during UK business hours, with enhanced support options available. Performance is designed for sub-second response times under normal operating conditions.

6. After-sales support

After-sales support includes operational assistance, incident management, and service monitoring. Support is provided via email at support@addresscloud.com and ticketing during UK business hours. Service status and incident updates are published at <https://status.addresscloud.com>.

7. Technical requirements

Customers require internet connectivity and the ability to make HTTPS requests to RESTful APIs using JSON. Secure handling of API credentials is required.

8. Outage and maintenance management

Service status and incidents are communicated via a public status page at status.addresscloud.com. Users can subscribe to email alerts. The service is monitored in real time with automated alerting, and engineers are on call 24/7. Planned maintenance is communicated in advance where possible.

9. Hosting options and locations

The service is hosted in public cloud infrastructure within the United Kingdom and the European Economic Area (EEA). Customers cannot select specific hosting locations.

10. Access to data on exit

Customers do not upload or store data within the service. All results are returned in real time via the API. Upon exit, API access is disabled and no customer data is retained beyond operational logs.

11. Security

Addresscloud is ISO/IEC 27001 certified. Data is encrypted in transit using TLS. Access to management systems is restricted using role-based access control and multi-factor authentication. The service follows documented incident management, vulnerability management, and secure development practices.