

SERVICE DEFINITION DOCUMENT

Purple Possessions



Crown
Commercial
Service
Supplier



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Purple Possessions provides a secure database of all items that belong to residents with front end applications for access and requests.

- **API integration with existing systems**
- **Volumetric controls**
- **Request tracking and Management**

The System also works with our RoomSearch application to enable staff to efficiently and proactively conduct area / room searches easily.

Contact us - hello@madepurple.com

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SUPPORT AND DOCUMENTATION

Made Purple provide dedicated support managers to assist with your everyday use of any service that we provide. We take pride in assisting our customers and service users in getting the most value from any of our services.

ON-BOARDING

Our online documentation and on-boarding videos show how to set up your account. Our management portal is intuitive and the on screen tour will introduce you to the various features of our service. If you get stuck we're just a phone call or email away!

TERMINATION

Made Purple will destroy all information from the sites environment and it will be permanently removed. Users will have access to all data that they are the controllers of for 93 days beyond the contract end date. There are no end of contract or data extraction charges.

PRICING

The Pricing document alongside this service definition document outlines the standard pricing for the service. From time to time Made Purple run flash sales and offer customised discounts based on volume / bulk orders so please get in touch with your requirements and we will do our very best to help.

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SOCIAL VALUES

FIGHTING CLIMATE CHANGE

Made Purple is committed to reducing environmental impact through the use of efficient, cloud-based technologies and digital service delivery. By enabling secure digital alternatives to physical processes, our services support reduced travel, lower resource consumption, and more sustainable public sector operations. Our infrastructure is hosted within UK data centres that prioritise energy efficiency.

COVID-19 RECOVERY

Made Purple supports organisational resilience through flexible, secure digital services that enable continuity of operations during periods of disruption. We operate flexible working practices for our staff and design our services to support remote access, service continuity, and workforce wellbeing across the public sector.

TACKLING ECONOMIC INEQUALITY

Made Purple is committed to improving digital inclusion by delivering accessible, scalable technology solutions within the public sector. Our services are designed to reduce barriers to access, support fair participation, and provide cost-effective digital alternatives that help organisations better serve diverse and disadvantaged communities.

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SOCIAL VALUES CONTINUED

EQUAL OPPORTUNITY

Made Purple is an equal opportunities employer and is committed to inclusive employment practices. We value diversity and ensure that recruitment, development, and progression are based on ability, attitude, and commitment, without discrimination.

WELLBEING

Made Purple places wellbeing at the centre of its service delivery and employment practices. We design user-friendly digital services that reduce administrative burden and operational stress, while promoting positive user experiences. We also support staff wellbeing through flexible working arrangements and wellbeing-focused internal initiatives.

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STANDARDS AND ACCREDITATIONS

ISO 27001 CERTIFIED

Made Purple Systems and processes have been audited by a UKAS approved certification body and we were awarded our ISO27001 certification in July 2020.

PCI CERTIFICATION

All payments collected online are collected within a PCI compliant environment, using a third-party provider such as Stripe or SagePay to process payments on our behalf. No Payment data will be visible by our systems or be stored in any way.

PENETRATION TESTING

Systems are tested regularly, including independent third-party testing where required.

CYBER ESSENTIALS PLUS

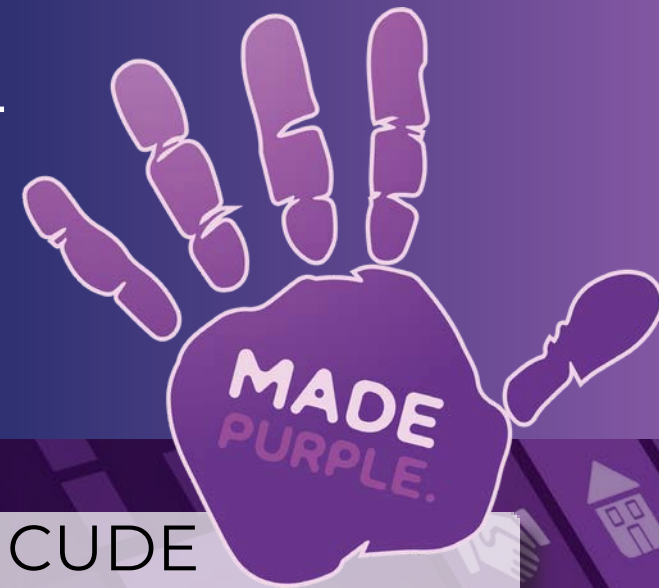
We are pleased to confirm that our systems fully comply with the Cyber Essentials Plus certification scheme and our certificate is available upon request.



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MADE PURPLE CUSTOMERS INCLUDE

serco



HM Prison &
Probation Service

sodexo



Ministry
of Justice



NHS

States
of Jersey



States of
Guernsey

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