

SERVICE DEFINITION DOCUMENT

PURPLE POST



Secure Email and Instant Messaging



Crown
Commercial
Service
Supplier



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Purple Post is an ISO 27001-certified secure digital messaging platform designed for custodial environments, including prisons, secure hospitals, and secure training centres.

The service enables secure email-style messaging and instant messaging between approved users, with integrated monitoring, moderation, and audit controls to ensure safe, compliant communication in secure settings.

The platform is scalable, robust, and centrally managed, supporting controlled digital correspondence while maintaining security, oversight, and operational efficiency.



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Service features

- Secure, encrypted email-style and instant messaging communications
- Approved contact management and identity verification controls
- Real-time monitoring and moderation tools for authorised staff
- Content filtering and safeguarding controls
- Fully managed and supported public-facing applications
- Attachment and image handling with security controls
- Message audit logs and review workflows
- Business intelligence and usage reporting tools
- UK-hosted infrastructure ensuring data sovereignty
- Role-based access for residents, staff, and administrators

Service benefits

- Enable secure digital correspondence in custodial environments
- Reduce reliance on physical mail handling and processing
- Support safeguarding through monitored and auditable communications
- Improve speed and reliability of resident communications
- Reduce operational workload for staff managing correspondence
- Provide clear oversight through audit trails and reporting
- Support consistent policy enforcement across all messages
- Improve access to family and approved contacts
- Reduce delays associated with traditional postal services
- Support scalable deployment across sites and populations

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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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SUPPORT AND DOCUMENTATION

Made Purple provides structured support to assist buyers and service users with day-to-day operation of Purple Visits.

Support includes access to online documentation, user guides, and service updates. Dedicated support contacts are available to assist with operational queries, incident management, and service optimisation.

Support arrangements, response times, and escalation paths are agreed with the buyer during onboarding and aligned to operational requirements.

ON-BOARDING

On-boarding is provided as part of the service and includes guided setup, configuration of security and policy controls, and administrator training.

Online documentation and onboarding materials support local administrators in managing bookings, monitoring sessions, and reviewing activity.

TERMINATION

Upon contract termination, users retain access to data for which they are the data controller for a defined exit period, agreed with the buyer.

Following this period, all customer data is securely deleted from the service in line with agreed retention and disposal policies.

PRICING

Pricing for Purple Post is outlined in the associated pricing document.

Pricing is typically based on a site licence with usage-based components, depending on configuration and deployment scale.

Custom pricing and volume-based discounts may be available by agreement.

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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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Customers include public sector and secure-estate organisations



HM Prison &
Probation Service



Ministry
of Justice



States of
Guernsey



States
of Jersey



Contact us - hello@madepurple.com