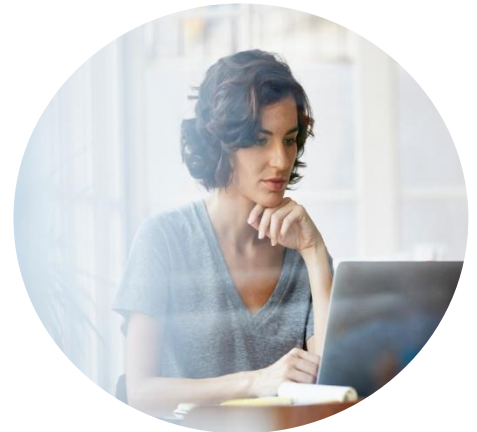




G-Cloud 15

Commercial Data: UK Company Credit Reports powered by Creditsafe Service Definition

Prepared for Crown Commercial Services
January 2026

Table of Contents

Service Overview	3
Service Name	3
Service ID	3
Business Service Name	3
IT Service Name(s)	3
Description	3
Scope	3
Included:	3
Operational Details	4
Hours of Service	4
Resilience & Failover	4
Monitoring & Reporting	4
Security and Compliance	5
Data Privacy Impact Assessment (DPIA)	5
Accessibility Standards	5
Third-Party Security Checks	5

Service Overview

Service Name

UK Company Credit Reports

Service ID

CS_UKCR_001

Business Service Name

Business Credit Information Services

IT Service Name(s)

Creditsafe Web Portal, Creditsafe API

Description

Provides real-time access to UK company credit reports, including credit scores, limits, financial statements, officer details, and payment performance data. Data is sourced from trusted registries and partners, validated and amalgamated through Creditsafe's data factory to ensure accuracy and compliance.

Scope

Included:

- 1,000 UK company credit reports via web portal and API
- PDF Archive of reports for up to two years
- Credit scoring and risk assessment tools
- Integration support for CRM and ERP systems
- Fraud Prevention
- KYB – Know your business

Operational Details

Hours of Service

24/7 online availability; support team operates Monday-Friday, 09:00-17:00 GMT.

Dependencies

- Creditsafe global data network.
- Secure hosting infrastructure.
- API integrations with supplier systems.

Resilience & Failover

- ISO 27001-certified infrastructure.
- Redundant AWS architecture with automated failover.
- Continuous monitoring and disaster recovery protocols.

Monitoring & Reporting

- Real-time system health monitoring.
- SLA-based performance reporting.
- Digital audit trail for all data-sharing transactions.

Security and Compliance

Data Privacy Impact Assessment (DPIA)

- Completed and maintained under UK GDPR and the Data Protection Act 2018

Accessibility Standards

- Web portal.

Third-Party Security Checks

- Regular penetration testing and posture assessments by NCC Group and Security Scorecard; ISO 27001 certification in place.