

1. Document Control

- Version 1
 - **Date:** 20th January 2026
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2. Service Overview

Service Name: KYC Protect

Service ID: CS-KYC-003

Business Service Name: Customer & Supplier Due Diligence

IT Service Name(s): KYC Protect Platform, KYC Protect API

Description: KYC Protect is an end-to-end due diligence platform that consolidates Know Your Customer (KYC), Anti-Money Laundering (AML) screening, and ongoing monitoring into a single solution. It enables businesses to identify, verify, screen, and monitor customers and suppliers globally, reducing financial, regulatory, and reputational risks. The platform integrates Creditsafe's global business reports and Risk Intelligence for sanctions, PEPs, enforcement lists, and adverse media checks.

3. Scope

Included:

- Automated KYC and AML screening for businesses and individuals
- Continuous monitoring with real-time alerts for changes in risk profile
- Screening against global sanctions, enforcement lists, PEPs, and adverse media
- Beneficial ownership and UBO identification
- API integration for batch uploads and CRM/ERP connectivity

4. Operational Details

Hours of Service:

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

Dependencies:

- Creditsafe global business data network
- Risk Intelligence for sanctions and enforcement data
- AWS-hosted infrastructure and secure APIs

Resilience & Failover

- ISO 27001-certified infrastructure
- Redundant AWS architecture with automated failover
- Disaster recovery and business continuity plans are in place

Monitoring & Reporting

- Real-time system health monitoring
 - SLA-based performance reporting
 - Audit trail for all screening and monitoring activities
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5. Security & Compliance

Data Privacy Impact Assessment (DPIA):

- Completed and maintained under UK GDPR and Data Protection Act 2018; ICO registration number Z8580278

Accessibility Standards:

- Platform designed to meet WCAG 2.1 AA standards in progress.

Third-Party Security Checks:

- Regular penetration testing and security posture assessments; ISO 27001 certification maintained