

## 1. Document Control

- Version 1
  - **Date:** 20<sup>th</sup> January 2026
  - **Author:** Peter Davey
  - **Approver:** Nick Jones
- 

## 2. Service Overview

**Service Name:** Bulk Data Files

**Service ID:** CS-BDF-004

**Business Service Name:** Bulk Data Delivery Services

**IT Service Name(s):** Creditsafe Bulk Data Platform, SFTP Delivery Service

**Description:** Provides large-scale delivery of Creditsafe data sets for integration into client systems. Bulk Data Files include company credit information, directors, financial statements, and trade payment data. Delivered securely via SFTP or API, the service supports batch processing for analytics, risk modelling, and compliance workflows.

---

## 3. Scope

### Included:

- UK and international company credit data in bulk format
- Scheduled or on-demand file delivery via secure channels
- Data formats: CSV, XML, JSON
- Integration support for client data warehouses and BI tools
- Access to trade payment data and credit scoring models

## 4. Operational Details

### Hours of Service:

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

### Dependencies:

- Creditsafe data warehouse
- Secure hosting infrastructure

- SFTP and API connectivity

### **Resilience & Failover**

- ISO 27001-certified infrastructure
- Redundant AWS architecture with automated failover
- Disaster recovery protocols for scheduled deliveries

### **Monitoring & Reporting**

- Delivery confirmation and integrity checks
  - SLA-based performance reporting
  - Digital audit trail for all file transfers
- 

## **5. Security & Compliance**

### **Data Privacy Impact Assessment (DPIA):**

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

### **Accessibility Standards:**

- Service interfaces designed to meet WCAG 2.1 AA standards in progress.

### **Third-Party Security Checks:**

- Regular penetration testing and posture assessments; ISO 27001 certification in place