



# Send Evidence – Service Definition

**Version:** 1.0

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## 1. Service Overview

Send Evidence is a secure, browser-based Software as a Service (SaaS) that enables public sector organisations to securely exchange digital evidence with third parties. It supports two-way evidence sharing and optional online payments, without requiring third parties to create accounts or install software, providing a simple and secure way to manage evidence submissions.

## 2. Intended Users

- Public sector organisations, including police forces
- Authorised staff within those organisations
- External third parties submitting evidence via secure browser-based access

## 3. Key Features

- Secure two-way exchange of digital evidence
- Browser-based access with no software installation required
- Supports optional online payment as part of submission workflows, enabling fees or charges to be collected from external parties where required
- Secure third-party evidence submission on any device
- Upload, receive, review, and download evidence files
- Configurable retention and automatic expiry of data
- Audit logging of user actions
- Role-based access controls for authorised users

## 4. How the Service Operates

Send Evidence enables authorised public sector users to securely send and receive digital evidence with third parties using browser-based access. The service supports controlled evidence exchange without requiring third-party accounts, applying appropriate access controls, audit logging, and data retention to support secure and accountable use.

## 5. Security and Data Protection (High Level)

- Hosted on UK-based public cloud infrastructure
- Encryption in transit and at rest
- Role-based access control for management and users
- Audit logging for user and administrative actions
- Supplier-defined security, monitoring, and incident management processes
- Data minimisation and purpose-limited retention

Further technical security details can be provided on request, where appropriate.

## 6. Onboarding and Support

- Guided onboarding process, including configuration and setup questions
- Email and ticket-based support for authorised users
- Support access restricted to authenticated users

## 7. Trial and Pricing Overview

- A free trial is available for a limited number of users within an organisation, agreed in advance
- Core evidence exchange functionality is included in the trial
- Optional enhanced features, integrations, and additional services may be available under paid options
- Pricing is agreed at call-off

## 8. Service Constraints

- Internet access and a modern web browser are required
- Third-party access is limited to secure, controlled browser-based interactions
- Trial access is subject to agreed limitations and fair use

## 9. End of Contract and Data Handling

- Users can export their data prior to contract end
- Data is securely deleted in line with configured retention policies at contract termination
- No data is retained beyond agreed operational or contractual requirements

## Document Notes

This service definition provides a high-level description of Send Evidence and does not form part of any contractual agreement. Detailed terms, pricing, and service levels are agreed as part of individual call-off contracts.

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