



Zen Internet

Customer compliance pack

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Classification: Public



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1 Introduction

The purpose of this document is to provide Zen's customers with information about the certifications and accreditations that Zen holds. This document contains an overview of each area of compliance, FAQs and copies of the various certificates.



2 Certifications and accreditations

2.1 ISO 9001

Zen is certified to ISO 9001:2015, which specifies requirements for quality management principles and requires demonstration of continual improvement to enhance customer satisfaction.



Certificate of Approval

This is to certify that the Management System of:

Zen Internet Limited

Zen Internet (HQ), Sandbrook Park, Sandbrook Way, Rochdale, OL11 1RY, United Kingdom

has been approved by LRQA to the following standards:

ISO 9001:2015 | ISO/IEC 27001:2013

David Derrick

Issued By: Lloyd's Register Quality Assurance Ltd

This certificate is valid only in association with the certificate schedule bearing the same number on which the locations applicable to this approval are listed.

Current Issue Date: 13 December 2016
Expiry Date: 23 January 2019
Certificate Identity Number: 10008636

Original Approvals:
ISO 9001 21 October 2010
ISO/IEC 27001 23 October 2013

Approval Numbers: ISO 9001 – 0010414 / ISO/IEC 27001 – 0010415

The scope of this approval is applicable to:

The provisioning and support of internet connectivity, security, voice, digital marketing, managed network and hosting services.

Statement of Applicability - revision 2013 – v1.



001

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2.2 ISO 27001

Zen is certified to ISO 27001:2013, which specifies requirements for establishing, implementing, maintaining and continually improving an information security management system (ISMS) within the context of the organisation. The ISMS manages the day to the management and governance of Information Security within the business. Overall accountability for information security in Zen sits with the company CEO, Richard Tang.



Certificate of Approval

This is to certify that the Management System of:

Zen Internet Limited

Zen Internet (HQ), Sandbrook Park, Sandbrook Way, Rochdale, OL11 1RY, United Kingdom
has been approved by LRQA to the following standards:

ISO 9001:2015 | ISO/IEC 27001:2013

David Derrick

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2.3 ISO 14001

Zen is certified to ISO 14001:2004, which specifies requirements for managing environmental impact.



CERTIFICATE OF APPROVAL

This is to certify that the Environmental Management System of:

**Zen Internet Limited
Zen Internet (HQ) Sandbrook Park, Sandbrook Way,
Rochdale, Lancashire
United Kingdom**

has been approved by Lloyd's Register Quality Assurance
to the following Environmental Management System Standard:

ISO 14001: 2004

The Environmental Management System is applicable to:

**Activities relating to and associated with the provision of
internet and private connectivity, hosting, co-location,
security and managed services and office tenancy services.**

This certificate is valid only in association with the certificate schedule bearing the same
number on which the locations applicable to this approval are listed.

Approval
Certificate No: LRQ 4005438

Original Approval: 18 September 2009

Current Certificate: 18 September 2015

Certificate Expiry: 17 September 2018

Issued by: Lloyd's Register Quality Assurance Limited



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2.4 PCI:DSS

Zen is PCI-DSS compliant against self-assessment questionnaire SAQ-D, on version 3.2 of the standard, which covers us as a service provider.

**Trustwave** PCI DSS
Certificate of Compliance D16B-BBA4-BAC8-C359

Self-Assessment Questionnaire

Status: **Pass** 2017-09-15 07:17:39, valid until 2018-09-15
Version: SAQ D 3.2
Attested By: Chris Platt, Head of Systems Development

Vulnerability Scan

Status: **Pass** 2017-12-01 16:55:19, valid until 2018-03-01
Scan Vendor (ASV): Trustwave
Awarded To: Zen Internet

Client Authorisation:

Sign Name	Print Name
_____	_____

This signed contact at Zen Internet agrees to the accuracy of all information provided within TrustKeeper PCI Manager

To maintain compliance, the above named client (referred to below as "CLIENT") must be aware of and validate against its individual requirements as set by the Payment Card Industry Security Standards Council and the payment card brands. For information on requirements, please visit www.pcisecuritystandards.org. In addition, CLIENT must continuously identify and provide to Trustwave information regarding any new system that stores, processes or transmits cardholder data, so that this system can be included in the scope of the validation process. This certificate is valid until the expiry date stated above. It is CLIENT's sole responsibility to achieve and maintain compliance with the card association security requirements and obtain validation on at least a quarterly basis. Trustwave makes no representation or warranty as to whether CLIENT's systems are secure from either an internal or external attack or whether cardholder data is at risk of being compromised. This certificate of self-assessment is based on unverified information provided by CLIENT and is for the sole purpose of identifying attestation for compliance by CLIENT and cannot be used for any other purpose without the express written consent of Trustwave's legal counsel.

Participating organisations: Visa® Europe, Visa® Inc., MasterCard® Worldwide, American Express®, Discover® Financial Services, JCB Co., Ltd.



3 Compliance FAQs

<p>Are independent audits performed?</p> <p>How frequently are independent audits performed?</p>	<p>Zen undergoes 6 monthly independent audits, carried out by our auditing body, LRQA.</p> <p>Zen also has an internal audit team who perform an ongoing programme of audits against the certifications we hold to ensure both ongoing compliance and continual improvement.</p>
<p>Can you supply a copy of the most recent audit report?</p>	<p>In line with industry practice Zen does not supply details of auditing or technical findings to third parties. The recurring retention of the certificate demonstrates ongoing compliance with the requirements of the standard.</p>
<p>Can we audit you?</p>	<p>Zen believes the external agencies we use to achieve and maintain our certifications and compliance status provide a robust independent view of our processes, policies and technical abilities.</p> <p>Zen undertakes the audits and compliance activities in order to negate the need for individual customers to audit us.</p>



4 Data Protection

Who is accountable for Data Protection & Privacy?	Zen's Data Protection Officer
What is your GDPR compliance status?	<p>Zen's commitment to industry standard Information Security practices is demonstrated by our PCI-DSS compliance and certifications to ISO 27001:2013, Cyber Essentials Plus, CAS(T) and PSN. Zen undergoes regular audits by independent bodies to maintain and improve our information security controls.</p> <p>We are serious about protecting the personal data of our customers, suppliers and employees. These certifications provide us with the framework which enables us to maintain and continually improve the processes that we've implemented to comply with the GDPR. Some of the GDPR requirements have been met in the short term by temporary solutions, which we are developing and enhancing as part of our approach to continual improvement.</p> <p>If you have any questions or require further information, please contact us at dataprotection@zeninternet.co.uk</p>
In the provision of the service to customers are you handling personal information of customers or members of the customers' staff?	Zen holds personal data about our customer or their staff in order to provide the contracted services to the customer. We hold the least data possible to provide the service to the customer.
Is your organization registered with the Information Commissioner's Office for processing personal information?	Yes.
If yes, please provide the registration number	Z8556879
Do any of your processes (including back up, disaster recovery etc) mean that customer personal information will be transferred, stored or accessed from outside of the UK?	Our offsite encrypted backups will be stored in either the UK or Ireland, all other data remains within the UK.
I'd like to understand the types of data Zen processes and how this is managed. Do you have a publically available Privacy Notice?	Yes, Zen's Privacy Notice can be found on our website



Does Zen inform customers of data breaches?

Zen, in accordance with regulatory, legislative and compliance requirements has a process in place to notify affected customers in the event of a breach of their personal data.

Notification will be through a customer's account manager to their nominated representative(s).



5 Modern Slavery Act

Are you aware of the Modern Slavery Act 2015 and what is your position on this?

Our commitment to running our business responsibly includes our full support for international efforts to promote ethical principles and practices related to the prevention of the exploitation and abuse associated with modern slavery and human trafficking.

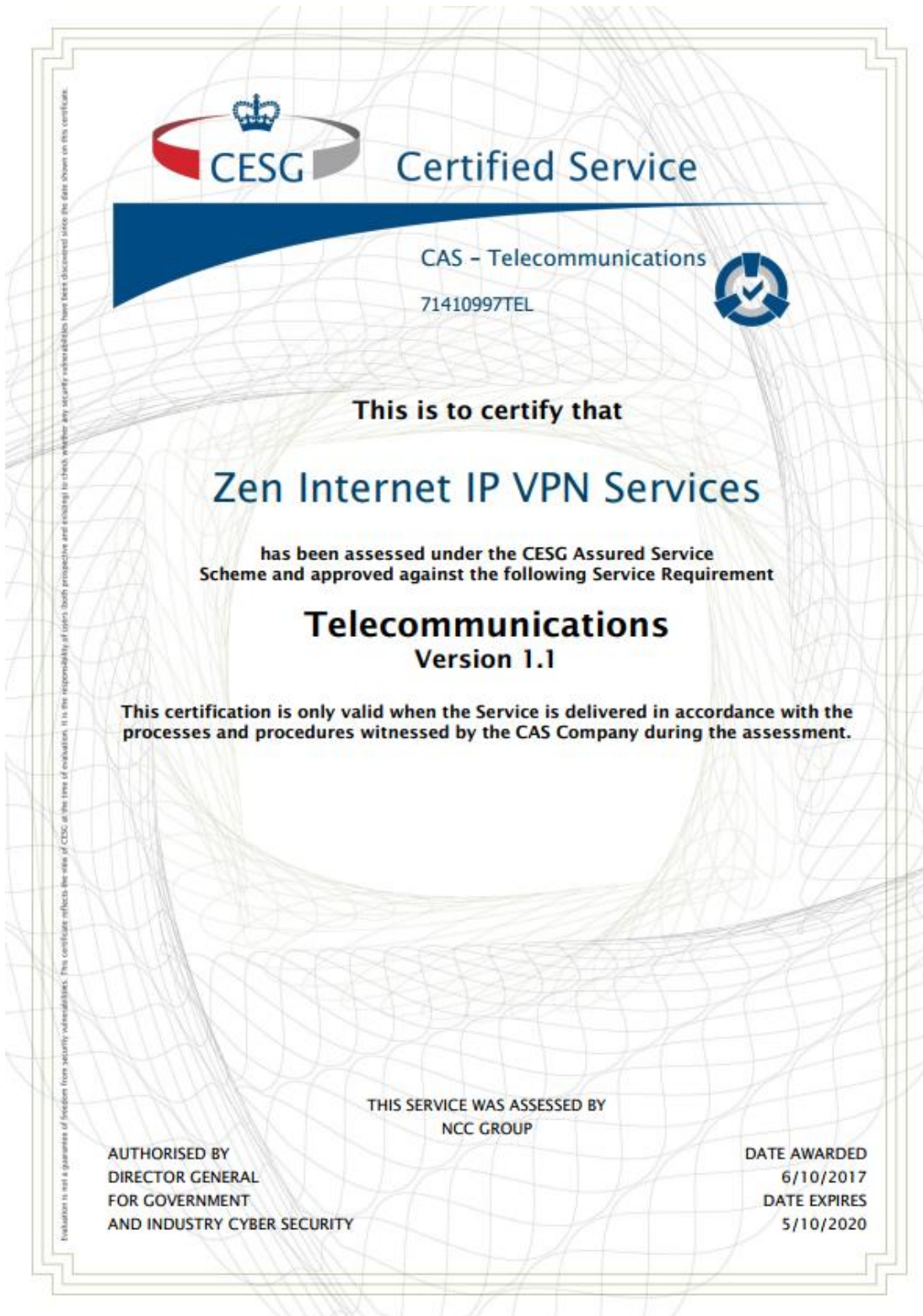
We expect commitment to these principles from all organisations with which we do business and will not support or do business knowingly with organisations involved in slavery or human trafficking.

A copy of Zen's Anti-Slavery and Human Trafficking Policy is available on request.



6 IP VPN accreditations

6.1 CAS(T)





6.2 Public Service Network (PSN)



12_{month}

PSN connectivity service compliance certificate

This is to certify that

Zen Internet

has had its compliance reviewed and has demonstrated that its

SRV_0352 Managed IP VPN Service

service will ensure appropriate security for data travelling over the PSN and can be made available to PSN-connected organisations during the following period

22 November 2017	22 November 2018
date issued	expiry date

For and on behalf of the Public Services Network



Mark Smith
Head of PSN

This Public Services Network (PSN) connectivity service compliance certificate is issued following successful completion of the PSN compliance verification process. It shows that your organisation has successfully demonstrated to the PSN team that the above connectivity service will ensure appropriate confidentiality, integrity and availability of OFFICIAL data travelling across the PSN. Your certificate is valid until the expiry date shown above. It may be withdrawn at any time in accordance with the PSN Code of Connection (ColCo) if it is found that the service no longer meets the agreed standard.



7 Version History

Version No.	Change	Date	Author	Approver
1.0	Original document created	10/05/18	P Ward	D McEvoy A Stubbs