



A Secure Home

At The Very Good Email Company your email is in a safe place...

Introduction

This purpose of this document is to give an insight to our hosting environment and security policy.

Hosting Environment

Our servers are hosted within two world-class data centres which are amongst the most secure in the UK: Telehouse London and Pulsant, Milton Keynes.

Telehouse

- Independent client card identification access system.
- Secure & monitored single-person point of entry, physically guarded 24/7 and integrated digital video camera surveillance.
- Proximity card access will be provided from the main Data Centre building and will be issued to specific facilities management suites.
- Strict security processes in place to ensure delivery and loading of goods are secure.

- CCTV coverage for the perimeter, common areas and facilities management suites.
- Secure access procedures to ensure only nominated staff gain authorised access.

Pulsant

- Tier 4 Datacentre
- ISO 27001, CSA Star Accredited with PCI Level 1 Validation
- Purpose-built from the ground up as a data centre
- Secure compounds with 3-metre fencing and electric entry, including anti-tailgating systems.
- Airlock entries
- CCTV throughout
- Zoned access (i.e. authorised engineer's keyfob only allows access into the room where our servers are, but no other room).
- Entry via 24/7 swipe card systems, with 6-layer entry

- 24/7 on-site Security. Only senior engineers have access.
- 2 x 3 megawatt sub-stations (N+N)
- G&M generators (N+N) with 30 hours of on-site fuel storage
- N+N Chloride UPS system @ 10 minutes autonomy
- A+B power feeds to each rack
- N+1 chilled water Air handling system @ 22°C.

Redundancy

All machines have RAID and twin PSUs fed from discrete power lines into the building. For optimum server environment there are multiple redundant UPSs and air conditioning with generators onsite. We also have physical spares onsite and on-call engineers 24/7.

Backup Policy

Daily incremental backups and weekly full backup.

your email in safe hands

Compliance with the General Data Protection Regulation (GDPR) and UK Data Protection Act 1998.

Your right to privacy is important to us

The Very Good Email company is committed to protecting your privacy and complying with obligations under all relevant legislation in relation to your personal information.

Security of your personal information

The purpose of this statement is to explain to you what personal information we collect and how we may use it.

The Very Good Email Company carefully protects the security of personal information you provide. Any personal information collected is stored in password controlled servers with limited access, and protected from loss or misuse, from unauthorised access, disclosure, alteration or destruction.

We strictly adhere to the requirements of the the General Data Protection Regulation (GDPR) and UK Data Protection Act 1998.

When you place an order we need to know your name, company, address and contact details. This allows us to process and fulfil your order. You have



the option to withhold personal information that is not required for the order process.

We do not sell, rent or exchange your personal information with any third party for commercial reasons, beyond the essential requirement for credit/debit card validation and credit checking processes during purchase/order.

We do not collect sensitive information about you except when you specifically knowingly provide it. In order to maintain the accuracy of our database, you can check, update or remove your personal details by email.

Cookies

We use a technology called cookies to track user sessions when logged in - the service would not work without this. We do not use persistent cookies without your specific permission (e.g. 'Remember Username') and do not use cookies for any marketing purposes.

Mailing Lists

The Very Good Email Company run a number of mailing lists in order to provide important updates to customers. Users may remove themselves from these mailing lists at any time by following the instructions provided in every mail sent.

The Very Good Email Company do not disclose email addresses to any third-party.

Questions

If you have any questions about this privacy statement, our procedures, or your dealings with us, please contact: info@verygoodemail.com



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