Zen Internet

Zen Information Pack

Version: 5.5

Date: 25/09/24

Classification: Public

Contents

1   Introduction

The purpose of this document is to provide Zen's customers with information about our company, including our site address, contact details, bank details along with 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   Zen's company details

Company name	Zen Internet Ltd
Trading address	Sandbrook Park Sandbrook Way Rochdale OL11 1RY
Telephone	01706 902 000
Contact for queries about this document	Paula Ward paula.ward@zeninternet.co.uk
Website	www.zen.co.uk
Type of company	Private Limited
Date incorporated	13/09/95
Company reg. no.	03101568
D-U-N-S Number	491226353
VAT no.	GB 686 049 501
Bank details	Account name: Zen Internet Ltd Sort code: 01-07-44 Account no. 29366585
Company accounts	https://beta.companieshouse.gov.uk/company/03101568

3 B Corp

We're proud to say we're a certified B Corp organisation. This means that we are committed to using business as a force for good and maintaining ethical practices in our organisation across 5 key areas – governance, our people, our local community, the environment and our customers.

That's why our ultimate purpose is not to provide a return to shareholders but to deliver happiness to our people, customers, and suppliers. We choose not to be constrained by short term financial targets but to strive for long-term goals aligned to our pursuit of happiness, and our collective desire to have a positive impact on people and the planet.

We hold ourselves to high standards, which is why we've already become Carbon Neutral and a part of the B-Corp movement. We're also aligning to the standards as set out by the Science Based Targets initiative (SBTi) which puts us on a path to Net Zero. We're ensuring that our responsibilities to society and the environment are formally set out in our business objectives - embedded in our DNA - just part of our commitment to creating a more sustainable future.

Connectivity - the lifeblood of our business - transforms the way we all learn, work and play. It gives us the power to achieve more, fulfil our potential and find solutions to the challenges facing our planet. We want to empower our customers to expand their world, using their connectivity to make positive change

Learn more about this on our website.

4   Net Zero

Being Zen means taking our environmental responsibilities seriously, doing our part to have a positive impact on people and the planet. It's why we're already Carbon Neutral and a proud B Corp business. But we're determined to do more in creating a better world for future generations.

That's why we're aligning to the standards as set out by the Science Based Targets initiative (SBTi).

From being open on our emissions to continually reducing our carbon footprint, we want to show the industry and the world that there is a better way to do business.

Learn more about this on our website.

zen.co.uk

01706 902 000

5 Insurance

ABBOTT & BRAMWELL
INSURANCE BROKERS

Abbott & Bramwell Ltd
Fairacres House
Fairacres Road
High Lane
Stockport
SK6 8JQ

Tel: 0161 482 7250
Email: enquiries@abinsurance.co.uk

To Whom It May Concern,   31st May 2024

RE: Zen Internet Ltd
Our Reference: 39779533

We can confirm that we act as insurance brokers on behalf of the above insured, and that the following covers are in place:

Employers Liability

Insurer:	Chubb European Group SE
Policy number:	TBC
Cover period:	1st June 2024 to 31st May 2025
Indemnity limit:	£10,000,000

Public Liability

Insurer:	Chubb European Group SE
Policy number:	TBC
Cover period:	1st June 2024 to 31st May 2025
Indemnity limit:	£10,000,000

Products Liability

Insurer:	Chubb European Group SE
Policy number:	TBC
Cover period:	1st June 2024 to 31st May 2025
Indemnity limit:	£10,000,000

Professional Indemnity

Insurer:	Chubb European Group SE
Policy number:	TBC
Cover period:	1st June 2024 to 31st May 2025
Indemnity limit:	£10,000,000 annual aggregate
Indemnity limit:	£10,000,000 any one loss
Retroactive date:	15th April 2011

![Zen logo]

![Abbott & Bramwell Insurance Brokers logo]

Cyber Insurance

Insurer:	Chubb European Group SE
Policy number:	TBC
Cover period:	1st June 2024 to 31st May 2025
Indemnity limit:	£5,000,000 annual aggregate
Indemnity limit:	£5,000,000 any one loss

Please Note:
The information provided in this document provides a brief overview of covers in place at the time this was sent. The full details of the above policies, including terms and conditions, are provided in their respective policy documentation. The expiry date given represents the normal expiry date of the policy. This document does not change cover provided. The cover stated above may change or be cancelled, and we are under no obligation to advise you as such.

Please contact us if you require any further information.

Yours sincerely,

Tom Dowd
Account Handler
tom@abinsurance.co.uk
Tel: 0161 482 7261

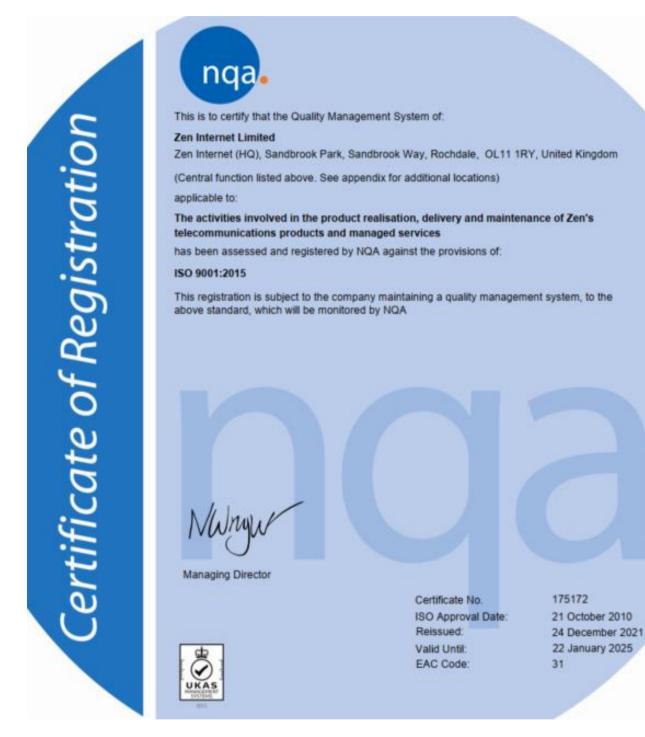# 6   Compliance certificates

6.1   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.

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This is to certify that the Quality Management System of:

Zen Internet Limited

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

(Central function listed above. See appendix for additional locations)

applicable to:

The activities involved in the product realisation, delivery and maintenance of Zen's telecommunications products and managed services

has been assessed and registered by NQA against the provisions of:

ISO 9001:2015

This registration is subject to the company maintaining a quality management system, to the above standard, which will be monitored by NQA

Managing Director

Certificate No.	175172
ISO Approval Date:	21 October 2010
Reissued:	24 December 2021
Valid Until:	22 January 2025
EAC Code:	31

6.2   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 Technology Director, John Lyons.

zen

Certificate of Registration

nqa.

This is to certify that the Information Security Management System of:

Zen Internet Limited

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

(Central function listed above. See appendix for additional locations)

applicable to:

The activities involved in the product realisation, delivery and maintenance of Zen's telecommunications products and managed services in accordance with the statement of applicability version 1.6 dated 3 March 2021

has been assessed and registered by NQA against the provisions of:

ISO 27001:2013

This registration is subject to the company maintaining an information security management system, to the above standard, which will be monitored by NQA.

Managing Director

Certificate No.	175173
Issue Date:	23 October 2013
Reissued:	24 December 2021
Valid Until:	22 January 2025
EAC Code:	31

UKAS
MANAGEMENT
SYSTEMS

zen

Certificate of Registration

nqa.

Appendix to Certificate Number: 175173

Includes Facilities Located at:

Zen Internet Limited
Certificate No. 175173
Zen Internet (HQ), Sandbrook Park
Sandbrook Way
Rochdale OL11 1RY
United Kingdom

Zen Internet
Certificate No. 175173/1
The Leeming Building Ludgate Hill
Leeds LS2 7HZ
United Kingdom

The activities involved in the product realisation, delivery and maintenance of Zen's telecommunications products and managed services in accordance with the statement of applicability version 1.6 dated 3 March 2021

The activities involved in the product realisation, delivery and maintenance of Zen's telecommunications products and managed services in accordance with the statement of applicability version 1.6 dated 3 March 2021

UKAS
MANAGEMENT
SYSTEMS

Issue Date: 23 October 2013
Reissued: 24 December 2021
Valid Until: 22 January 2025

6.3 ISO 14001

Zen is certified to ISO 14001:2015, which specifies requirements for managing environmental impact.

Certificate of Registration

nqa.

This is to certify that the Environmental Management System of:

Zen Internet Limited

Sandbrook Park, Sandbrook Way, Rochdale, OL11 1RY, United Kingdom

applicable to:

Activities relating to and associated with the provision and support of internet connectivity, security, voice, digital marketing, managed network and hosting services, co-location and office tenancy services

has been assessed and registered by NQA against the provisions of:

ISO 14001:2015

This registration is subject to the company maintaining an environmental management system, to the above standard, which will be monitored by NQA

Managing Director

Certificate No.	175169
ISO Approval Date:	18 September 2009
Reissued:	11 September 2024
Valid Until:	17 September 2027
EAC Code:	31, 35

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6.4   PCI-DSS

Zen is PCI-DSS compliant against self-assessment questionnaire SAQ-D, on version 3.2.1 of the standard, which covers us as a service provider.

SecureTrust
a Sysnet company

Certificate of Validation

This is to certify that

Zen Internet

, Sandbrook Park, Sandbrook Way, , Rochdale, LANCASHIRE, GB,

has successfully validated their compliance with the requirements of the PCI DSS Version 4.0 on 03/04/2024 .

This validation status is based on the self-assessment provided by Zen Internet regarding compliance with the Payment Card Industry Data Security Standard ("PCI DSS") Version 4.0 and is valid until 03/04/2025 pursuant to the conditions of issuing laid out below.

To remain compliant with PCI DSS, it is the responsibility of Zen Internet to:

a   Maintain compliance with all PCI DSS requirements, particularly when there is any change to your systems. This compliance maintenance includes quarterly vulnerability scans for Internet facing systems (where applicable) and,

b   Attest to your compliance on an annual basis.

Merchant ID: 84123082

SAQ Type: D   **PCI DSS Version: 4.0**

Validation Status: Validated   **Date of Validation: 03/04/2024**

Scan Status: Scan Compliant   **Date of Last Scan: 08/26/2024**

Conditions of Issuing

1. Sysnet has issued this certificate to indicate that the aforementioned company has attested that they have met the requirements of the Payment Card Industry (PCI) standard(s) as stated above.

2. The PCI Security Standards Council ("PCI SSC") representing card schemes, Visa, Mastercard, American Express, Discover Card, and JCB, produce and maintain the security standards and all content within same. Sysnet do not hold any responsibility for the content or requirements of the PCI security standards.

3. This certificate is not endorsed by the PCI SSC and is produced solely by Sysnet for the records of the aforementioned company to indicate that they have validated their compliance.

4. This certificate offers no guarantee to the security, availability, or integrity of any systems or data held by the aforementioned company. Accordingly Sysnet accepts no liability to any third party in the event of loss or damage to systems or data due to any perceived lack of security or breakdown of current security measures.

5. Attestation to Compliance occurs at a point in time. This may not cover future compliance due to the changing nature of network and application infrastructures, future vulnerabilities or advances in hacking techniques or subsequent failure to act in accordance with applicable PCI DSS requirements.

6. The provision of this PCI DSS Report does not affect or impact in any way the obligations of Zen Internet under any Merchant Terms and Conditions in place.

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zen.co.uk   Zen Internet, Registered in England No. 03101568
                              Sandbrook Park, Sandbrook Way, Rochdale, OL11 1RY   01706 902 000

7 Data Protection & GDPR

The following outlines our approach to significant areas of the GDPR which impact our organisation:

REQUIREMENT	ZEN STATUS
Governance and DPO	We have appointed a Data Protection Officer to lead our Data Protection Steering Group (DPSG) and oversee our compliance programme.
Awareness and Training	We have raised awareness of the GDPR across our organisation through a number of measures including: • Publication of regular internal GDPR updates throughout 2017; • Implementation of an E-learning programme which has been completed by all staff and will be followed by refresher training on a regular basis; • Specific GDPR training to those managers and teams who deal with personal data on a day-to-day basis; • Ongoing communications programme to maintain staff awareness.
Lawful Basis for Processing	We have set out the types of personal data we process and the lawful bases for processing in our Privacy Notice which is published on our web site at: https://www.zen.co.uk/policies.aspx?page=10674.
Privacy by Design and Default	We operate a secure development policy as part of our ISO 27001 certification. We have reviewed the processes and the methods used to develop our products and services, and will incorporate Data Protection Impact Assessments as required.
Confidentiality and Integrity	Our systems and buildings have been assessed and certified against ISO 27001. We can therefore be confident that appropriate physical and technical security controls are in place.
Breach Identification, Management and Reporting	We have enhanced our existing Data Breach process to incorporate the additional requirements of GDPR. This includes a number of improvements including reduced reporting times; enhanced criteria for data breach assessment and reporting and improved internal processes.
Data Subject Rights	We have reviewed and enhanced our data subject request processes to incorporate the additional rights set out in the GDPR.
Data Protection Policies and Procedures	We have rewritten our internal Data Protection and Data Retention Policies and have communicated this to all staff as part of the training and awareness programme. We have also updated our Privacy Notice which can be found on our web site at: https://www.zen.co.uk/policies.aspx?page=10674.

8   Privacy and Electronic Communications Regulations (PECR)

As a telecommunications provider, Zen Internet Ltd is compliant with the Privacy and Electronic Communications Regulations (PECR) 2003.

9   Compliance FAQs

Are independent audits performed? **How frequently are independent audits performed?**	Zen undergoes 6 monthly independent audits, carried out by our auditing body, NQA. 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.
Can you supply a copy of the most recent audit report?	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.
Can we audit you?	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. Zen undertakes the audits and compliance activities in order to negate the need for individual customers to audit us.

10 Other Legal Requirements

10.1 Modern Slavery Act

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 our website - Ethics (zen.co.uk)

10.2 Anti-Bribery and Corruption

Zen has an Anti-Bribery and Corruption Policy in place as part of our Code of Ethics. This policy is reviewed on a regular basis and compliance against the policy is monitored.

A copy of Zen's Anti-Bribery and Corruption is available on our website - Ethics (zen.co.uk)