



Zen Internet

Zen Information Pack

Version: 5.8

Date: 06/03/25

Classification: Public



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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 Wilson paula.wilson@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](#).



5 Insurance



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: | UKINTD51637 |
| Cover period: | 1 st June 2024 to 31 st May 2025 |
| Indemnity limit: | £10,000,000 |

Public Liability

| | |
|-------------------------|--|
| Insurer: | Chubb European Group SE |
| Policy number: | UKINTD51637 |
| Cover period: | 1 st June 2024 to 31 st May 2025 |
| Indemnity limit: | £10,000,000 |

Products Liability

| | |
|-------------------------|--|
| Insurer: | Chubb European Group SE |
| Policy number: | UKINTD51637 |
| Cover period: | 1 st June 2024 to 31 st May 2025 |
| Indemnity limit: | £10,000,000 |

Professional Indemnity

| | |
|--------------------------|--|
| Insurer: | Chubb European Group SE |
| Policy number: | UKINTD51637 |
| Cover period: | 1 st June 2024 to 31 st May 2025 |
| Indemnity limit: | £10,000,000 annual aggregate |
| Indemnity limit: | £10,000,000 any one loss |
| Retroactive date: | 15 th April 2011 |



Cyber Insurance

| | |
|-------------------------|--|
| Insurer: | Chubb European Group SE |
| Policy number: | TBC |
| Cover period: | 1 st June 2024 to 31 st 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.



Certificate of Registration

This is to certify that the Quality Management System of:

Zen Internet Limited

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

applicable to:

The activities involved in the product realisation, delivery and maintenance of Zen's telecommunications products and managed services including office tenancy 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: | 22 January 2025 |
| Valid Until: | 22 January 2028 |
| EAC Code: | 31, 35 |



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.





6.3 ISO 14001

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





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.



Certificate of Validation



This is to certify that

Zen Internet ("Certificate Holder")

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

has successfully validated their compliance with the requirements of the PCI DSS Version 4.0.1 on 03/01/2025 .

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 4.0.1 and is valid until 03/01/2026 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: 4.0.1

Validation Status: Validated

Date of Validation: 03/01/2025

Scan Status: Scan Compliant

Date of Last Scan: 03/01/2025

Conditions of Issuing

1. VikingCloud has issued this certificate to indicate that the aforementioned Certificate Holder 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. VikingCloud 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 VikingCloud for the records of the aforementioned Certificate Holder 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 Certificate Holder. Accordingly VikingCloud 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.
7. The validation status above is based on the aforementioned merchant having provided complete and accurate information during their self-assessment. VikingCloud shall not be liable to the merchant, or to any third party, to the extent such liability arises from the inaccuracy of any information provided by the merchant to VikingCloud.



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 | <p>We have raised awareness of the GDPR across our organisation through a number of measures including:</p> <ul style="list-style-type: none">• 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 | <p>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:</p> <p>https://www.zen.co.uk/policies.aspx?page=10674.</p> |
| 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 | <p>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:</p> <p>https://www.zen.co.uk/policies.aspx?page=10674.</p> |



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? | Zen undergoes 6 monthly independent audits, carried out by our auditing body, NQA. |
| How frequently are independent audits performed? | 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? | <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> |

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 \(zen.co.uk\)](https://zen.co.uk/ethics)



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 \(zen.co.uk\)](https://zen.co.uk/ethics)