



08444 828 321 Local Rate
5p per minute

03444 828 321 Basic Rate
Mobile Friendly

not 24 hour

Since its inception over 25 years ago, SDK Environmental Limited has been one of the UK's leading providers of pest control and animal warden services.

With its head office in Berkshire, SDK provides services to a wide range of corporate clients throughout the Midlands and Southern England.

All our systems and procedures are drawn from industry best practice; we have witnessed, tailored and improved our services to meet operational and customer needs. We continue to invest intellectually and financially in new technology and implement any innovations we identify that will deliver proven benefits to our performance or customer service.



Home Counties & London Office:

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www.dialapest.co.uk

www.sdke.co.uk



Dialapest is a trading name of SDK Environmental Ltd
Registered in England No. 03988788
Registered Office: Sigma House, Oak View Close, Edginswell Park, Torquay TQ2 7FF
Registered Carrier of Controlled Waste. Licence Number: DEV 233510

Secure IT

SDK Data Security and E-Mail Encryption



Data Controller SDK (Environmental) Limited

INFORMATION SHARING PROTOCOLS

The desire to share information securely is no longer confined to government entities as many public and private sector organisations exchange sensitive data in order to perform their daily tasks. The modern business world no longer operates within set daily times, resulting in the flow of sensitive information throughout the day. As a result, progressive council clients routinely require their selected contractors and partners to comply with data processing rules regarding the sharing of customer data. This often requires a formal acceptance of individual information sharing protocols as a contractual and legal requirement along with clear evidence of the systems the contractor has in place.

SDK Environmental has implemented an accredited impact level three classification solution with additional enhanced security functions that can integrate seamlessly with GCSX, CJSM, NHS Mail and many other government secure networks.

THE VIEW FROM SDK

Sam Nairn, SDK's Data Protection Officer declares:

"Switch further strengthens our 'end-to-end' service model options and ticks yet another box in our ability to partner with councils, reduce duplication and repetition of back office functions, and share securely with clients, providing access to data in real time if necessary"

Outlining the benefits of employing Switch, Sam states:

"In addition and in compliance with our Customer Service Excellence accreditation, our joint end-users' and customers' experience of the service is further protected, our complaint investigation process is even more secure and our Information Security capability is further strengthened. It really is a win win"



EMBRACING TECHNOLOGY

Working with over 30 local authorities around the UK, many of whom already use Egress Switch, SDK researched and tested a range of products before finally selecting Egress Switch as their preferred solution for enabling secure communication.

Switch's easy-to-use interface, as well as the recipient's ability to respond free of charge, put it head of the competition in regard to meeting the specified requirements. SDK were also impressed by how adaptable and intuitive the software is.

One tailored additional feature, pioneered by SDK, is the blocking of messages sent to a .gov.uk domain which includes additional external domain addresses.

After blocking, the sender is prompted with

"This message has been sent to an external domain other than .gov.uk. Please go back and review your recipients".

Registration Number
Z9090367

SERIOUS RESPONSIBILITY

E-mail encryption forms only a small part of our overall information security and data protection solutions which are fully documented within their own standalone procedure and system manual aligned to the ISO 27001 standard.

SDK is committed to protecting the rights of individuals' privacy with regard to the processing of personal data and SDK's Data Protection Policy has been drafted to support that commitment, SDK has appointed a Data Protection Officer to develop, implement and maintain the Data Protection Policy and ensure that SDK acts in accordance with the Data Protection Act and specifically the Eight Principles. In complying with the Eight Principles of the Act, SDK will ensure that personal data shall:

- be obtained and processed fairly and lawfully and not be processed unless certain conditions are met
- be obtained for a specific and lawful purpose and not be processed in any manner which is incompatible with that purpose
- be adequate, relevant and not excessive for that purpose
- be accurate and kept up to date where necessary
- not kept for longer than is necessary for that purpose
- be processed in accordance with the data subject's rights
- be kept secure and safe from unauthorised access, accidental loss, damage or destruction
- not be transferred to a country outside the European Economic Area, unless that country has equivalent levels of protection for personal data

Comprehensive training on data protection obligations is provided to all staff with potential disciplinary actions for non-compliance clearly documented in the SDK employee handbook.

Our systems are audited and security vetted with any breaches investigated and reported to the ICO.

Data Protection at SDK applies to all staff and are expected to deal with personal and sensitive personal data in accordance with declared policies and procedures. Appropriate procedures are applied for ensuring compliance when processing, handling and storing data as a Data Processor for another organisation.



THE VIEW FROM EGRESS

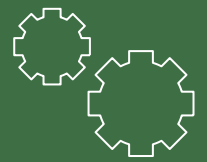
Kelly McCann, Egress Software Technologies UK Sales Manager says:

"We are delighted that SDK Environmental Ltd has selected Egress Switch to fulfil their information and data encryption requirements.

Our work with UK local authorities and their network of third party stakeholders demonstrates how organisations can use our software to effectively and securely share information with one another.

As one of the leading contractors in this space, it is particularly pleasing to see that SDK has recognised that the effectiveness of Egress Switch is equally available and applicable to them.

"Working closely with SDK, we have been able to implement a solution that meets their specific requirements and ensures that the sensitive information they share externally is kept secure. As a result, SDK can protect against accidental data breaches, remain DPA compliant and maintain their reputation for embracing new technology that enhances the service they provide to their customers."



CUSTOM SOLUTIONS

SDK Environmental specialises in creating tailored systems using our specially designed vehicle fleet. The standard systems can easily be varied to suit individual requirements. Simply contact us on sales@sdkenvironmental.co.uk and we will be happy to discuss and design a system based around your specification.



WEBSITE

Why not visit our website at www.sdke.co.uk or www.dialapest.co.uk for more information about pest control at SDK and other services we provide



ONLINE ACCESS

SDK / Dial A Pest offers clients and customers the opportunity to book appointments online or to request a call back. In addition, we tailor web pages to individual client requirements to access this service so that booking availability is available 24 hours a day, 7 days a week