

Data Governance in Police and Justice

UKCloud supports a growing portfolio of law enforcement related activities, which helps to protect the UK population with essential and time-critical activities. The effective use of cloud-based services is becoming accepted as one of the most common approaches to the need to "do more with less". For police forces, however, the confidentiality, integrity and availability of their sensitive datasets is essential. Digital repositories are experiencing rapid growth as legacy paper-based systems are digitised, new technologies including body-worn cameras are producing large volumes of data from their recordings, and technical advances such as systems for the tracking of custodial transfers require guarantees of accuracy, resiliency and security.

To support and enable this, UKCloud has developed and implemented a comprehensive information security and data protection framework which provides the police and justice community with credible assurance evidence, underpinning our commitment to keeping these sensitive datasets safe and secure. UKCloud's experienced team assist our police and justice customers in the identification and assessment of the specific risks to their cloud solutions, and help to design and implement appropriate security controls to effectively manage, mitigate or remediate them.

Why UKCloud for Police and Justice?

The security of our platforms and cloud services is our number one priority. We've always been committed to adhering to exacting standards, frameworks and best practices. Everything we do is subject to regular independent validation by government accreditors, sector auditors and management system assessors. We also understand the need to willingly evidence our credentials and capabilities to our police and justice customers and partners, so that they can understand and be assured of the levels of protection that we have implemented for their organisation's data.

UKCloud credentials at a glance

- ISO9001 certification for Quality Management
- ISO20000 certification for IT Service Management
- ISO27001, ISO27017 and ISO27018 certifications for Information Security Management
- Completed PASF Assessments, undertaken by Home Office/NPIRMT
- Significant previous engagement with NCSC for Pan Government Accreditation
- Operational personnel have a minimum of SC-level and NPPV3 security clearances
- "Multi Cloud" provision utilising market-leading technologies
- Assurance information communicated in white papers, evidence packs and RMADS
- Cloud platforms and services independently tested to ITSHC CHECK standard
- Network connectivity to PSN and PNN via PSN
- UK sovereign, with secure and resilient government-grade UK data centres, located in Crown Campus
- Compliant with UK Data Protection Act 2018 (EU GDPR) and CISPE Code of Conduct Certified
- Validated carbon offsetting provided free of charge to our police and justice customers

Challenges you face in delivering Police and Justice services in the cloud

I believe my approach to risk management is sufficient for my organisation, what advantage does the cloud give me over my current systems?

The police and justice community is constantly being challenged to improve the functionality and efficiency of IT services in the face of spending cuts, whilst simultaneously being expected to maintain the confidentiality, integrity and availability of its highly sensitive data repositories.

Cloud computing offers cost-efficiencies and secure environments within which you can safely build and test new applications and technologies as well as providing the unlimited resources which can securely store all of your data. Assured cloud environments such as those provided by UKCloud are already successfully supporting solutions which promote secure collaboration, solution integration and authorised data sharing between police forces and other emergency services.

How can UKCloud enable secure data sharing amongst police forces?

In the UK, Police and Crime Commissioners are responsible for developing IT strategies which set out their intended transition to cloud, including the identification of collaboration (and hence cost-saving) opportunities. Work continues on bringing the National Police Chiefs' Council (NPCC) Digital Strategy to life, and secure cloud technologies have been identified as essential for enabling successful digital transformation projects. This approach is already facilitating the movement of highly confidential datasets between criminal justice agencies, accelerating the development of new investigative and intelligence analysis techniques to counter evolving crime threats. This promotes increased digital contact with the general public through social media interfaces.

UKCloud is proud to provide many of the ground-breaking solutions that are successfully delivering digital transformation across the police and justice communities. This is underpinned by our ecosystem of experienced and specialist partners, where our work continues to improve the speed of decision-making and effective collaboration within the sector.

I have vast silos of sensitive, critical data in my legacy IT systems. If I move all of this to the cloud will I be putting its security at risk?

UKCloud gives you 100% confidence in the security of your data. Being a UK sovereign cloud provider, supported by SC and NPPV3 cleared personnel, and delivered from accredited, government-grade data centres, we guarantee that your data will remain safe in the UK. Alongside our ISO27001 certification for information security, we have also achieved ISO27017 certification (for cloud security) and ISO27018 certification (for personal data in cloud environments), so you can be assured of the highest possible levels of protection for your organisations' critical data.

We're focussed on maintaining availability, delivering business continuity and minimising disruption to your services in the highly unlikely event of an outage or disaster. UKCloud's portfolio of services includes geo-diverse UK data centre campuses, DDoS protection technologies, and a range of technical solutions which offer prompt and effective protection against malicious attacks and complex outage scenarios.

"Security is packaged in: UKCloud has all the security credentials and capabilities we – and our police customers – need in order to feel confident about moving services away from a police environment and into the cloud."

Mike Isherwood, Managing Director, APD



Assuring Police and Justice in the cloud

Proactive Risk Management

UKCloud has a long-standing heritage in Information Governance (IG) and risk management. The earliest incarnations of our cloud services were designed in full consultation with CESG (now the National Cyber Security Centre), and we continue to commit to secure architectures, proven infrastructure components, system resilience and the latest guidance on personnel and technical controls.

Our commitment is not trivial: UKCloud's specialists maintain and regularly review the detailed risk assessments at both the service level and also the components which make up the underlying cloud infrastructure. They encompass a comprehensive set of threats and vulnerabilities which target data or the personnel, systems and premises which are relied upon for its secure processing and storage.

Our experience in understanding, managing and mitigating risk is one of the core activities which contributes to UKCloud's enviable portfolio of certifications and validations. Our distinguished position is supported by the reassurance of regular, independent IT Security Health Checks (ITSHC), which examine every element of our cloud services at a depth which is rarely seen by other cloud service providers.

Remaining Current

Technology continues to evolve at a pace, as do the risks which attempt to disrupt or compromise it. There is no place at the table for cloud service providers who do not keep pace with changing external factors. They must be able to understand and mitigate their effects through changes to cloud services, the way customers interact with them, or the security of the individual technology components.

UKCloud continues to evolve its cloud offerings, to provide the services our public sector customers need with the advanced information security and data protection controls, allowing them to significantly reduce their risks of using cloud. We're pleased to listen to our customers, including their risk managers, SIROs and accreditors, to ensure we continue to properly address their concerns. We understand and speak their language.

We're on the ball. We maintain advanced awareness of changing government policies, standards and frameworks so we can respond to them. Key personnel are engaged with industry bodies such as techUK, CISPE and Digital Leaders, to contribute to developing best practice. Our membership of CERTs and technical groups ensure we have swift awareness of newly identified risks.

Proven Expertise

UKCloud understands the invaluable knowledge and experience of each and every one of our colleagues, and the role they have in ensuring the confidentiality, integrity and availability of our customer's data entrusted to UKCloud's services. That's why we have implemented robust recruitment and selection procedures, to ensure our personnel have professionalism and integrity.

All UKCloud personnel are security cleared and have professional development objectives. Our information security, technical security and data protection specialists are supported and encouraged to maintain personal qualifications and certifications that support the company in delivering outstanding and trusted cloud services to public sector customers.

We're frequently asked to share our expertise at security-focused conferences and events, and our knowledgeable speakers have shared platforms with representatives from NCSC and the Information Commissioner's Office. Our public sector customers and partners also benefit from our knowledge through our regular programme of webinars, one-to-one briefings and TRT (trusted round table) events.

Proudly Sovereign

UKCloud is proud to be a UK sovereign organisation with government-grade data centres, 24x7 support facilities and UK security cleared personnel. We're also the most connected cloud provider to the UK's secure government networks including PSN, RLI and N3/HSCN. Our customers can be assured of our compliance to the UK's legislative frameworks (we're not subject to any other international jurisdictions), and we proudly pay our taxes to the UK Government.

Our sovereign status removes the significant risks commonly associated with global cloud service providers. Their automated failover to another geographic region, uncertainty of which data protection frameworks are applicable, or the need to gain the specific consent of UK citizens to have their personal data processed outside of the UK are all examples of concerns that do not apply when using UKCloud.

For many of our public sector customers, the success of digital transformation projects is measured by the level of citizen participation. Removing the potential blocker of citizens having their personal data being processed or stored in overseas locations remains a key consideration, and is essential for building confidence and trust in the use of secure cloud services.

GDPR. Done.

Data security has always had the highest priority at UKCloud, and most of the strengthened requirements mandated by GDPR were already in place. Building upon our ISO27001 certification for information security, we've successfully implemented the supplementary control sets to achieve ISO27017 certification for cloud security, and ISO27018 certification for the security of personal data in cloud environments. All of UKCloud's services have been certified by CISPE (Cloud Infrastructure Providers in Europe) as being compliant with the CISPE Code of Conduct for GDPR compliance.

All our cloud services and internal personal data processing activities have been subject to formal Data Protection Impact Assessments as required by Article 35 of GDPR. This provides our police and justice customers with additional assurance about the protection of their personal data under our care, and is an essential element of GDPR compliance. Our certified Data Protection Officer is always on hand to provide expert advice and guidance on data protection matters.

At UKCloud, minimising the risk of personal data breaches and associated penalties is paramount. Our cloud services are subject to real-time protective monitoring 24x7, and unforeseen incidents are investigated immediately and reported to our customers if applicable. We're also committed to transparency, and will always support our customers if they need to provide a timely response to data subject rights requests.

About UKCloud for Police and Justice

UKCloud proudly powers the police and justice community. We provide assured cloud environments that support Digital Transformation whilst also enabling integration and collaboration between police forces and emergency services. UKCloud works alongside an extensive community of specialist partners who underpin digital justice and digital policing solutions that reduce costs, increase agility, address inefficiencies and facilitate secure data sharing.

We're focused on cloud. Our easy to use platform offers a highly secure environment, encouraging collaborative operations to enhance the way police forces work.

We're open. You are never locked in. Giving you the choice and flexibility of a range of technology platforms as well as payment models in GBP to avoid currency fluctuations.

Dedicated to the police and justice sector. We support cloud and digital transformation of services across the police and justice sectors, including law enforcement, civil service, prisons and courts.

We develop communities. UKCloud is helping to bring police and justice communities together – enabling collaboration, innovation and digital transformation.

Customer engagement. With UKCloud, you're never alone. Enjoy peace of mind, knowing we understand the unique challenges that you face. We never forget that your success is our success.

Contact your **Account Director** for more information.

UKCloud – a 2017 Queen's Award for Enterprise for Innovation winner – dedicated to the UK Public Sector. We provide assured, agile and value-based true public cloud that enable our customers to deliver enhanced performance through technology.

Our certifications

