Company

Company details	Selectapension Limited, Pine Grove Enterprise Centre, Pine Grove, Crowborough, East Sussex, TN6 1DH, 01892 669494, www.Selectapension.com. Registered in England No. 05075441
Services offered	A range of specialist online financial analysis and planning tools.
When was the business established?	March 2004.
Describe your organisational structure	The company is split into 6 divisions. Sales & Marketing / Accounts / Technical / IT / Senior Managers / Directors.
How large is your development team?	10 members.
Is your development team in house or out sourced to a third party?	In House.
How large is your support team?	Consists of 6 members.
Is your support team in house or out sourced to a third party?	In House.
What would happen if you ceased trading? - Would Source Code be placed in Escrow? - If SAAS, is it possible to extract all information and run a local copy of the system? - Would client data be extracted in a generic format for the client?	Source Code is already in Escrow for the protection of our customers. It is not possible to run a local copy of our software due to the code / calculation routines and security access in place. Client data can be extracted in a generic format for all client data.

Financial Health

How is everything funded?	Through subscriptions, associated contracts and bespoke developments for clients.
How long can you continue to operate without any revenue?	Minimum 12 months.
Is this / will this be your sole source of revenue?	Yes.

Competitive Environment

What is the company's relative standing against its direct competition?	Selectapension has over 40% of market share compared to its main competitor, and is currently market leader.
How many current users do you have?	Over 5,000 users.

Business Continuity / Disaster Recovery

Do you have a Disaster Recovery Manual / Process?	Yes (part of the integral system design which cannot be disclosed).

Security

How do you secure any communications or browser sessions?	All communication between browsers and our application servers is via SSL, using VeriSign certificates. Cookies are also encrypted.
How do you secure any data held or collected?	An absolute minimum of personal data is held / collected (e.g. name, date of birth, gender, for both client and partner where appropriate). This is held in a dedicated database with Active Directory controlled access.
How do you ensure data is securely disposed of?	Data is not routinely disposed. In case of system failure or hardware replacement, our application host adopts WEEE guidelines for data disposal.
How do you control access to the systems?	Active Directory accounts provide restricted access to databases and file systems controlled by our own technical team.
How is physical access controlled to the servers? How is authentication handled and how is the data held?	Host data centres use 24 hour security personnel, CCTV, electronic and biometric codes and sign in procedures, zoned areas, and guests must provide photo id and be approved for entry.
How is client / user authentication handled and how is the data held?	Users access the system using a username and an application generated password link, users then create and manage their own passwords. Passwords are stored using SHA-2 hashing algorithm. Selectapension will not have access to customers passwords.
How do you control and maintain access rights to functionality within your application?	This is implemented at application level, and controlled via a custom internal-only administration interface that connects to a database linked to the user accounts.

Application

Do the company's products or services require special skills, education, or licensing?	Yes. Technical knowledge on systems as well as legislative knowledge.
What technology is being used?	C++ encrypted programs.
Is the technology open source or proprietary? Please provide details.	Proprietary.
Have you ensured the scalability of your infrastructure?	Yes.
Who owns the Intellectual Property Rights?	Selectapension Ltd.
Can the software integrate with third parties? If so, which ones?	Yes – Morningstar, AKG, Moody's Stochastic Modeller, Avelo's Adviser Office, True Potential, Fairstone Financial Management Ltd, AssureWeb (iPipeline) and IRESS (XPLAN), Intelligent Office (IO).

Application Dependency

Is your system dependent on any external or third party systems / applications for functionality?	No - only reliant on fund data feeds from Morningstar and AKG With Profits reporting, but this would not stop the functionality working.
If based on a third party system what process is in place to ensure the integrity of the system with updates?	N/A.

Development

How often are release cycles and who is responsible for releases?	Weekly and updated overnight. Selectapension's IT & Technical Team are responsible for the releases.
When are releases / bug fixes done?	Aim to be within 48 hours of notification.
How is QA assured and what process do you follow?	There are strict test matrices that our Technical and IT staff use to ensure the accuracy of our data and software releases/patches.
Who is responsible for the QA?	Our Technical Team and direct Providers associated with change requests are responsible.
What Project Management methodology is used internally to control releases?	Full Technical Specifications are written for all new development. All releases are subject to scrutiny by the Technical Team Managers before they go live.
Can you provide supporting documentation?	Yes (part of our SLA).

Backups

What system is used?	Rackspace Managed Backup.
How often is key data backed-up?	Every 15 minutes and daily.
How long are back-ups kept?	6 months.
Are back-ups dependent on any IAAS or SAAS suppliers?	No.
Where are back-ups stored? Which country? Inside or outside EEA?	Inside the EEA - UK.

Data	
What data do you hold?	We hold the data entered by our subscribers for an indefinite period. However, this does not include such data that would breach data protection rules i.e. client's home address etc.
What happens if the user wants to cease using the platform?	They should access their client data and archive to their own systems.
Will there be any aid in migrating / exporting data held?	Yes when requested.
How long do you retain data for?	We retain all data in accordance with legal and ICO requirements, which is usually for a minimum of 6 years plus the current year. Any data that is destroyed is destroyed securely by either destruction of hard drives etc., secure electronic destruction or by shredding on site.
Are changes to data audited? If yes how?	Yes through an audit trail.
Do you record user session information for reporting?	Yes.
Is any other data held for reporting purposes?	Data is held for Market Intelligence procedures.
Where is the data stored? Which country? Inside or outside EEA?	Inside the EEA – UK.