

PRIVACY and SECURITY

When choosing a partner to handle your communications requirements, including sensitive data sent via voice, SMS, fax or email, a prime consideration should be security.

About aql's security culture

We specialise in high volume communications and are party to a high volume of confidential personal information.

We protect that information by our security culture, a holistic approach to data security :

Physical security

aql partner with datacentres operating to BS7799 and also employ practices in line with this standard.

Network security

Our Cisco bordered network employs failover stateful firewalling to help ensure a secure and reliable operation.

Staff security and vetting

Staff are vetted (CTC), with key staff cleared to SC.

Secure working practices

Staff are trained with security in mind, minimising the risk of falling victim to social engineering related security breaches.

Commercial service integrity

aql is the only UK network provider to have negotiated emergency SMS throughput of over 200,000 messages per hour per network with key network partners.

Security clearance

Key aql personnel are security cleared to a minimum of government SC standard, allowing access to Top Secret level information.

Please contact us if you have a special communications requirement for which clearance is a prerequisite.

Data Protection & Privacy

All aql companies are registered under the data protection act and will hold your data secure to the highest levels of diligence.

We will never release your data to any third party*.

We shall also process your data upon your behalf and will hold that secure and not release to any other party* under any circumstances.

*other than to the beneficiary of a Court Order as part of a criminal investigation