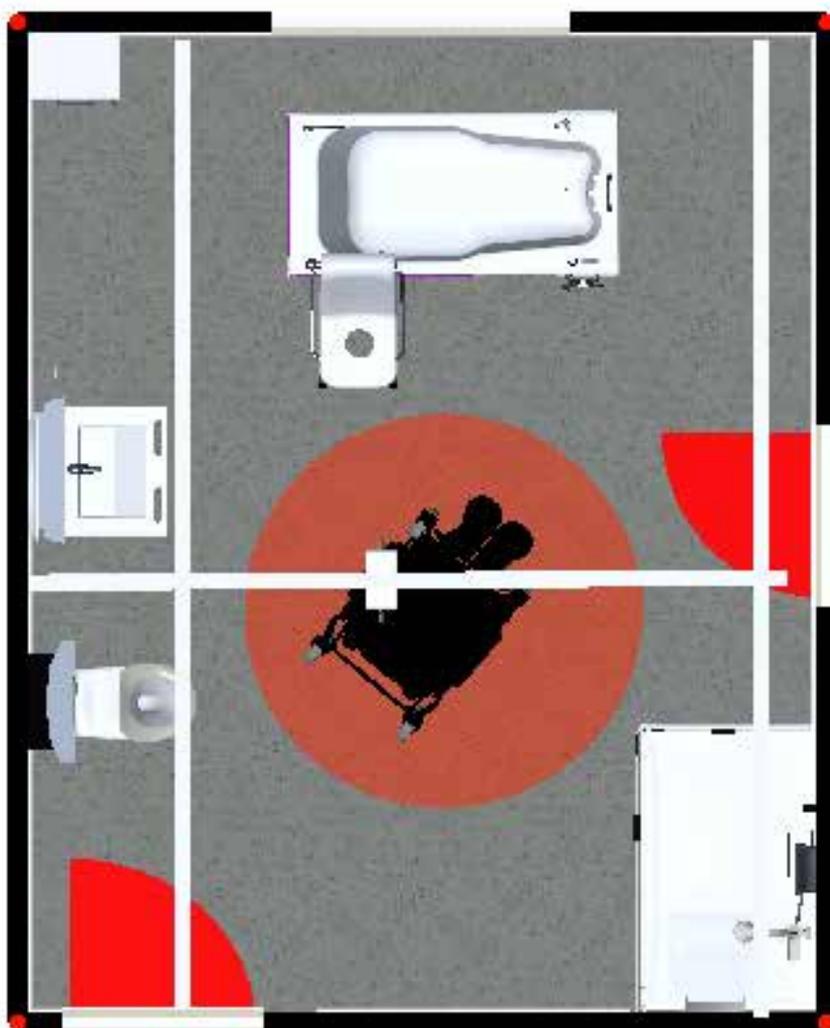


IT INFORMATION

idapt planner 3D

Innovating inclusive design...



www.idaptplanner3d.com

CONTENTS

IT PACK

CONTENTS

IT PACK

Section 1: System Requirements

Section 2: IT Policy

Section 3: Service Level Agreement

Section 4: Hosting Details

Section 5: GDPR

Section 6: Frequently Asked Questions

SECTION 1

SYSTEM REQUIREMENTS

SECTION 1

SYSTEM REQUIREMENTS

Idapt Planner 3D is available on desktops, laptops and some tablet devices (iPad App and better 'touch' support coming soon). This allows you to work flexibly and on any device that has the ability to run Unity 3D (the computer programming language used to create Idapt Planner 3D).

Unity 3D enables you to view blazing 3D content directly in your App. Generally content developed with Unity can run pretty much everywhere. How well it runs is dependent on the complexity of the project. The minimum recommended requirements are:

- Desktop: OS: Windows 7 SP1+, Mac OS X 10.11+, Ubuntu 12.04+, SteamOS+.
- Graphics card: DX10 (shader model 4.0).
- CPU: SSE2 instruction set support.

Idapt Planner 3D is a web based service and all your data is securely stored in the cloud. This means that you will require an Internet connection to use Idapt Planner 3D. As all the data is stored securely in the cloud you will always be up to date; have access to the latest version of your designs; and will automatically receive updates to the specialist products when they are available.

Citrix

The Idapt Group recommends users of the Citrix environment contact us before purchase to discuss setting up adequate user profiles for Idapt Planner 3D to work effectively. Successfully using Idapt Planner 3D on a thin client PC is likely to require some changes to the standard setup for users. This usually will only involve allocating a good proportion of memory to the profile.

APPS

YOUR CHOICE

Idapt Planner 3D is available via our Apps or using a modern 64-bit browser. The Apps deliver the best user experience and are fully supported.

The web based version relies on a WebGL compatible modern 64-bit browser (e.g. Chrome, Safari, Mozilla Firefox or Edge). The graphics quality in WebGL is not as good as the standalone Apps (due to limitations in the browser) and some users have experienced problems with performance. This performance issue relates to local settings including; Internet speed, RAM and browser memory allocation. On this basis, we still provide access to the WebGL version but strongly recommended the use of one of our Apps.

The Apps are available to download from the 'App Download' page of our website. These include:

- Idapt Planner 3D for Windows (7+) (32-bit and 64-bit)
- Idapt Planner 3D for Mac Standalone OSX

The Idapt Planner 3D team are also hoping to release versions into the official Windows and Mac App Stores. These versions will be available shortly and have the benefit of auto updating. We are also working hard to release an iPad compatible version.



SECTION 2

IT POLICY

SECTION 2

IT POLICY

Summary

The IT policy applies to all employees of the Idapt Group, Idapt Planner 3D users and any consultants who are engaged in supporting Idapt Planner 3D or the stored data. The policy objectives are to ensure:

- The protection of confidential information.
- The integrity and availability of information and assets.
- All Idapt Planner 3D users are aware of and fully comply with all relevant legislation.
- All staff of the Idapt Group understand the need for IT security, including their own responsibilities.
- The integrity of Idapt Planner 3D depends on the security policy being implemented by each connected organization. Information that is covered by this policy includes (but is not limited to) any information, electronic capture, electronic storage, paper records, video and audio recordings and any images.

The Idapt Group is obliged to:

- Comply with all relevant UK and EU legislation in relation to information security.
- Ensure that all of its information systems comply with UK and EU legislation.
- Ensure that individual responsibilities for meeting these requirements are clearly defined in local system documentation.

Legislation

Legislation relevant to information security and monitoring includes (but is not limited to):

- The Data Protection Act 2018 (including GDPR).
- The Data Protection (Processing of Sensitive Personal Data) Order 2000.
- The Copyright, Designs and Patents Act 1988.
- The Computer Misuse Act 1990.
- The Health and Safety at Work Act 1974.
- The Human Rights Act 1998.
- Regulation of Investigatory Power Act 2000.
- Freedom of Information Act 2000.
- Health and Social Care Act 2000.
- Fraud Act 2006.
- General Data Protection Regulation.

The Idapt Group's Obligations

The Idapt Group is responsible for the central IT equipment systems and data. The Idapt Group will retain direct control over these assets and their use. This obligation includes the responsibility for access, control and protection. The Idapt group will be the official point of contact for IT or information security issues.

Idapt Planner 3D Users

The named head account holder of the Idapt Planner 3D user subscription pack (*"the Head Account Holder"*) or a person nominated by the Head Account Holder will be responsible for its own IT equipment, systems and data. The Head Account Holder will have direct control over their assets and the use of those assets, including responsibility for access, control and protection. The Head Account Holder will be the official point of contact for any IT or information security issues.

Idapt Planner 3D Users' Responsibilities

- Idapt Planner 3D users are responsible for complying with their own regulations and their internal IT security policy.
- Idapt Planner 3D users are responsible for notifying the Idapt Group of any suspected or actual breach of IT security. In addition, Idapt Planner 3D users should also report any such breach directly to their nominated person.
- Idapt Planner 3D users must comply with the requirements of the Data Protection Act 2018 (including GDPR), Computer Misuse Act 1990, Copyright, Designs and Patents Act 1988 and the Telecommunications Act 1984.
- Idapt Planner 3D users must be provided with suitable training and documentation, together with adequate information on policies, procedures and facilities to help safeguard systems and data.
- Adequate procedures must be established in respect of the IT security implications of personnel changes.

Physical Security

As far as practicable, the Idapt Group will ensure only authorised persons should be admitted to rooms that contain the Idapt Group's servers or provide access to Idapt Planner 3D users' data. The Idapt Group will also follow the additional physical security measures set out below:

- The Idapt Group's server rooms must be kept locked when unattended.
- Appropriate arrangements must be applied for the removal of any IT equipment from its normal location. These arrangements should take into consideration the risks associated with the removal and the impact these risks might have.
- Uninterruptible Power Supply (UPS) units are recommended for servers and network Cabinets.
- Computer monitors should be positioned in such a way that information stored or being processed cannot be viewed by unauthorised persons.
- Equipment should be sited to avoid environmental damage.
- Do not leave sensitive or personal data on printers, computer monitors or desks whilst away from your desk or computer.

- Do not give out sensitive information unless the recipient is authorised to receive it.
- Do not send sensitive/personal information via email or post without suitable security measures being applied.
- Ensure sensitive data, both paper and electronic, is disposed of properly (e.g. shred paper copies and destroy disks).

System Security

- Idapt Planner 3D users must not make, distribute or use unlicensed software or data.
- Idapt Planner 3D users must not make or send threatening, offensive or harassing messages.
- Idapt Planner 3D users must not create, possess or distribute obscene material.
- Idapt Planner 3D users must ensure they have authorisation for private use of the computer facilities.
- The Idapt Group will determine the level of password control.
- Passwords should be memorised. If passwords must be written down they should be kept in a secure location.
- Passwords should not be revealed to unauthorised persons.
- Passwords should not be obvious or guessable and their complexity should reflect the value and sensitivity of the systems and data.
- Passwords should be changed at least monthly.
- Passwords must be changed if it is affected by a suspected or actual breach of security (e.g. when a password may be known by an unauthorised person).
- Regular backups of data, in accordance with the recommended backup strategy, must be maintained.
- Security copies should be regularly tested to ensure they enable data restoration in the event of system failure.
- Security copies should be clearly marked and stored in a fireproof location and/or off Site.

Disposal and Repair of Equipment

- The Idapt Group must ensure any personal data or software is obliterated from any computer or tablet if the recipient organisation is not authorised to receive the data.
- The Idapt Group will also ensure that any software remaining on a computer or tablet being relinquished to a third party are legitimate copies. Care should be taken to avoid infringing software and data copyright and licensing restrictions by supplying unlicensed copies of software inadvertently.
- The Idapt Group must ensure the requirements of the Waste from Electronic and Electrical Equipment (WEEE) Directive are observed.
- Idapt Planner 3D users must ensure that third parties are registered under the Data Protection Act 2018 (including GDPR) as personnel authorised to see data and as such are bound by the same rules as staff in relation to not divulging the data or making any unauthorised use of it.

Virus Protection

- The Idapt Group will ensure current and up to date anti-virus software is applied to IT systems.
- Laptop users must ensure they update their virus protection at least weekly.
- The Idapt Group will ensure operating systems are updated with critical security patches as soon as these are available.
- Any suspected or actual virus infection must be reported immediately to the Idapt Group.

Security Incidents

All suspected or actual breaches of the IT security, including detection of computer viruses, must be reported to the Idapt Group.

SECTION 3

SERVICE LEVEL AGREEMENT

SECTION 3

SERVICE LEVEL AGREEMENT

Overview

This support policy relates to your use of the Idapt Planner 3D website at www.idaptplanner3d.com ("*the Website*") and the use of Idapt Planner 3D that forms the subscription service ("*the Service*"). This service support policy ("*the Support Policy*") might be updated from time to time and you are advised to check the Website regularly.

Updates

The Idapt Group has appointed members of staff to its Idapt Planner 3D support team ("*the Team*") in order to assist subscribers with any technical or learning issues they experience with the Website and/or the Service. The Team may carry out the following work to the Website and/or the Service:

- Address security fixes.
- Initiate critical patches.
- Carry out general maintenance
- Add new functionality or product information.
- Update support documentation.
- Carry out other incremental updates.

The items listed above inclusive are known collectively as "*Updates*". Any Updates will be made available to you at the Team's discretion. The Team and the Idapt Group is under no obligation to develop any future functionality or enhancements. If an update to the Website and/or the Service is made available to you pursuant to the Support Policy, it shall automatically replace the previous version of the applicable Website and/or Service.

Where possible, any Updates to the Website and/or Service will be scheduled during non business hours (in the UK) and at a time to reduce the inconvenience to international customers. The Team will endeavour to provide you with notice of any downtime of the Website and/or Service.

Response Times

The Team are committed to a rapid response in relation to all support requests. A support request can be logged with the Team on a 24 hour per day, 7 days per week, 365 days per year basis via the Website or by email:

support@idaptplanner3d.com

All support requests will be tracked by the Team until they are resolved. The Team does not guarantee a resolution time for your support request and any resolution may consist of a fix, workaround, service availability or other solution that the Team deems reasonable. The Team will use reasonable efforts to resolve your support requests as quickly as possible.

The Helpdesk will use the following guidelines in prioritising requests and will use its reasonable endeavours to begin working on the problem within the target time frame. Actual response times may be shorter or longer depending on the volume of requests at any one time.

- 1. *A problem affecting the entire Idapt Planner 3D network:*** The Team will within either (i) 30 minutes of receiving notification during normal business hours; or within (ii) 30 minutes of the start of the next working day call or page technicians and/or UKFast to start investigating and resolving the problem.
- 2. *A problem affecting an individual Idapt Planner 3D user, which is not due to local computer settings:*** The Team will within either (i) 2 hours of receiving notification during normal business hours; or within (ii) 2 hours of the start of the next working day endeavour to contact the Idapt Planner 3D user and resolve the problem. The Idapt Planner 3D user will be regularly updated in relation to progress and be provided with a likely 'fix' time.

3. ***An enquiry in relation to how to perform functions within Idapt Planner 3D (not critical):*** Email support of this type is only available to Idapt Planner 3D users who have undertaken a training session. The Team endeavours to provide a response within 48 hours. Idapt Planner 3D users are reminded that the training materials provided should answer most questions.

The Idapt Group's Commitment to You

- The Idapt Group aims to deliver a value for money product that responds to your key business needs.
- The Idapt Group is committed to providing total quality and aims for 100% client satisfaction every day.
- The Idapt Group believes in superior customer service to assist and retain clients.
- The Idapt Group invests in staff to ensure you receive excellent customer service every time.
- The Idapt Group develops key relationships with other service providers who are committed to the same customer focussed philosophy.

Methods of Contact

The Idapt Planner 3D Helpdesk acts as a central contact for all technical support in relation to Idapt Planner 3D. There is a useful searchable online help dealing with almost every aspect of Idapt Planner 3D, including videos to watch. Idapt Planner 3D users can report a problem by emailing a support request through the Help section on the website.

A problem with Idapt Planner 3D can be notified to the Helpdesk in the following ways:

Telephone: +44 (0)14 5421 9115

Email: support@idaptplanner3d.com

Web: visiting the online help centre.

SECTION 4

HOSTING DETAILS

SECTION 4

HOSTING DETAILS

Overview

Idapt Planner 3D is maintained and accessed using server infrastructure provided by UKFast. UKFast is a leading internet service provider and are four times winner of The iSPA's 'Best Business Hosting Provider'. UKFast are trusted providers of Internet and data services to many local authorities, large companies and financial institutions. It is due to this reliability and performance that the Idapt Group have a maintenance and support agreement to provide exceptional support services which will keep data secure and the Idapt Planner 3D service online. The key elements of this contract are set out below.

Support

- ***Fifteen minute rapid response promise:*** a qualified engineer will be working on any problem with the Idapt Planner 3D server within 15 minutes of being notified. In the unlikely event of the problem not being solved within 15 minutes then the Idapt Group will be regularly notified accordingly. The Idapt Group will be supplied with an engineers report indicating the problems experienced.
- ***24/7 remote reboot and power cycle requests:*** UKFast remotely reboot or power cycle the Idapt Planner 3D server 24 hours a day. Reboot and power cycle requests are accepted through the priority support system.

- **24 hour emergency support:** UKFast will provide level three technical support availability seven days a week, 365 days a year for 24 hour telephone support. UKFast is a Redhat and Microsoft Hosting Partner and provides one of the most comprehensive solutions in the industry. Every phone call to the UKFast emergency team is answered within three rings.
- **Hardware replacement:** In the unlikely event of the server which supplies Idapt Planner 3D failing that cannot be fixed, UKFast will replace any damaged hardware within one hour of the problem being diagnosed. The replacement promise relates to the hardware, including the processor(s), RAM, hard disk(s), motherboard, NIC card.

Network

100% connectivity guarantee: UKFast has built a network to safeguard all its clients and guarantee network infrastructure 100% of the time.

- Network availability means all infrastructure including routers, switches and cabling is working.
- UKFast employs a number of systems. In every regional POP each circuit is connected to a different Juniper M7i router to ensure continuous unaffected service, even in the event of total loss of a router and/or circuit. In addition, each POP has a redundant UPS system, so should either UPS fail (or be taken out of service for maintenance) connectivity will not be affected.
- UKFast operate on the main hub between Manchester and London to maximise performance and reliability. The network benefits from duplication of connectivity. This type of provision ensures that UKFast stays connected in any eventuality because they always have a route available.
- UKFast maintains a comprehensive round the clock monitoring of the network routers, circuits and power so if anything is detected it will be acted upon immediately.

Data Centre Security

The UKFast data centre is on a secure site. The key details about the UKFast data centres are:

- ISO 27001 certified.
- PCI Compliant and secured to UK government IL4 standards.
- Tier 3 standard data centres have concurrent maintainability to ensure 100% network uptime. They operate N+1 configurations throughout including UPS and standby diesel generators.
- Wholly owned UK data centres ensuring UKFast maintains complete control over the infrastructure and security.

Further details are available from the following website:

www.ukfast.co.uk/our-datacentres.html

SECTION 5

GDPR

SECTION 5

GDPR

Overview

The Idapt Group is committed to ensuring that your data remains secure and that we comply with all data protection legislation. The Idapt Group recently reviewed its data protection policies in order to ensure compliance with the DPA 2018, which incorporates the GDPR principles.

The Idapt Group's Commitment

We will comply with all applicable requirements of the UK Data Protection Legislation and (for so long as and to the extent that the law of the European Union has legal effect in the UK) the General Data Protection Regulation ((EU) 2016/679) and any other directly applicable European Union regulation relating to privacy (the "*Data Protection Legislation*").

Data Controller and Data Processors

For the purposes of the Data Protection Legislation, the customer is the data controller and the Idapt Group is the data processor (where Data Controller and Data Processor have the meanings as defined in the Data Protection Legislation). The Idapt Group's Privacy Policy (a copy available from the website or on demand from the Idapt Group) sets out the scope, nature and purpose of processing by the Idapt Group, the duration of the processing and the types of personal data (as defined in the Data Protection Legislation) and categories of Data Subject.

The Customer's Commitments

The Customer will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of the Personal Data to the Supplier for the duration and purposes of the Idapt Planner 3D end user agreement. The Customer's other commitments are set out in the end user agreement.

Further Details

The Idapt Group have set out further details in relation to GDPR in the following places:

Privacy Policy

Please review our privacy policy that sets out how we store and use personal data. The privacy policy includes details about how you can exercise your rights pursuant to DPA 2018 (GDPR).

https://www.idaptplanner3d.com/site/page/title/privacy_policy

End User Agreement

The end user agreement contains specific obligations on the Idapt Group and you as the customer in relation to GDPR. The clause in this agreement is compliant with the GDPR regulations and clearly details how personal data will be managed.

<https://www.idaptplanner3d.com/site/page/title/subscriber-agreement>

Contact Us

The Idapt Group wants to help ensure your data is stored securely and you understand how it is being processed. If you have any further questions about GDPR or other data protection issues then please contact us on:

gdpr@idaptplanner3d.com

SECTION 6

FAQS

SECTION 6

FAQS

Q1 Is Idapt Planner 3D an online service?

Idapt Planner 3D is an online based subscription service. This means that you are not restricted to using Idapt Planner 3D on only one device. Users also benefit from no data being stored on the local device (reducing the chance of data loss if the computer was lost or stolen) and the application being updated remotely (e.g. when new products are added to the database these will be immediately available).

Q2 Where is data stored and is it secure?

Yes, the data is securely stored on our dedicated servers. Idapt Planner 3D's data and service is hosted by UKFast. Please see the details set out in Section 4 about the hosting arrangements. The key aspect is that UKFast operate on different sites that ensures continuity of service in disaster recovery operations.

Q3 How do I access Idapt Planner 3D?

Idapt Planner 3D is accessed through one of our Apps. Please see Section 1 above that gives details about where the Apps can be downloaded and the minimum hardware requirements.

Q4 How often is the data backed up?

Data is continuously backed up on our servers. This ensures that in a disaster recovery situation we are able to get users up and running quickly. The data is set to sync every 1-5 minutes so the chances of any data being lost are minimal.

Q5 What are the rules relating to passwords?

The Idapt Group previously enforced certain rules and regulations on users regarding the length of passwords, characters used and how often these were changed. However, feedback from users identified that different organizations had varying internal policies in this respect. On this basis, we removed any enforced password standards allowing users to adopt their organization's own policies. IT teams are requested to remind users that any password policies will also apply to Idapt Planner 3D.

Q6 Do you comply with GDPR?

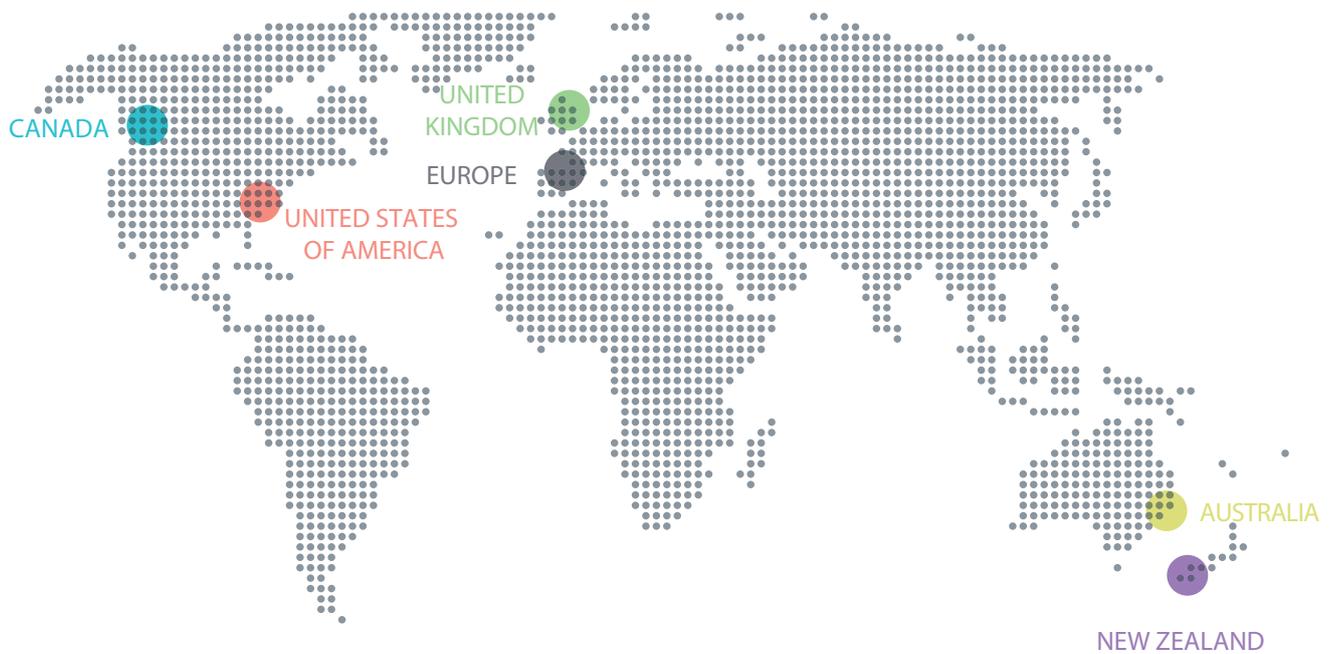
Yes, please see Section 5. We take our responsibilities very seriously and we are happy to answer any further questions users may have in this respect.

Please also review the Idapt Group's privacy policy that sets out what data we hold and who is the controller and processor for the purposes of the legislation.

Q7 How are users accounts setup and managed?

The Idapt Planner 3D team will direct the head account user to setup their account. The 'Head Account Holder' has additional administration rights when compared to a standard user account. The Head Account Holder is able to allocate licences to other members of the team, revoke access, reassign licenses and change passwords. This ensures that the organization stays in control of their own account and who has access.

The added benefit of this structure is that the Head Account Holder is able to quickly reassign licenses if staff members change or revoke access if someone leaves the organization.



CONTACT US

DREAM. DISCOVER. DESIGN.

Our headquarters is located just outside Bristol (United Kingdom). Whilst this is the hub of our organization, we work with accessibility professionals worldwide. Each member of our staff and design teams are dedicated to fulfilling our mission statement: 'innovating inclusive design...'

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Idapt Planner 3D is a trading name of Idapt LLP, a limited liability partnership registered in England and Wales with registered number OC353796 and is part of the Idapt Group. The term partner is used to refer to a member of Idapt LLP or an employee or consultant with equivalent standing and qualification. A list of members is available at the registered office shown above.