

# Chapter Three Consulting

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**Specialist  
Compliance  
Expertise  
and  
Business  
Support**

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# Chapter Three Consulting

## Providing Specialist Compliance Knowledge and Expertise

At Chapter Three Consulting, we have made compliance our mission and we get excited about the things most people wouldn't look at twice. Here are some areas we have recently assisted clients with:

- Data Protection
- Payment Card Industry data security standards (PCI)
- Health & Safety
- Right to Work & Right to Rent
- Licensing (all aspects including the sale of alcohol)
- Temporary Event Notices (TEN)

With over 45 years of combined knowledge we ensure you make the best choices for your company. We are a business support consultancy who focus on bringing specialist knowledge and expertise to companies who wish to fulfil their compliance obligations.

As an ISO 9001 & ISO 27001 accredited organisation, our consultants work with you to make sure you better understand your legal obligations in relation to the compliance legislation you are required to meet in relation to your business.

We have worked in a wide range of roles in policing, law enforcement and compliance and are therefore well equipped to provide assistance in these areas.

***“We put a significant amount of trust in Chapter Three Consulting and we have found that the excellent work they have undertaken has helped to strengthen our client relationships.”***

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# ISO 9001

## Quality Management System

A quality management system (QMS) is a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction.

ISO 9001:2015 sets out the criteria for a quality management system and can be used by organisations of any size. The standard is in use by over a million organisations across the world and is based on a number of quality management principles.

By using ISO 9001:2015, organisations ensure that their customers get consistent, good quality products and services which in turn bring many other business benefits.

Implementing a QMS can help your business to:

- Achieve greater consistency in the activities involved in providing products or services
- Reduce expensive mistakes
- Increase efficiency by improving use of time and resources
- Improve customer satisfaction
- Market your business more effectively
- Exploit new market sectors and territories
- Manage growth more effectively by making it easier to integrate new employees
- Constantly improve your products, processes and systems

***“After working with C3C I totally trust their judgement. They are approachable and easy to work with.”***

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# ISO 27001

## Information Security Management System

ISO 27001:2013 provides the requirements for an Information Security Management System (ISMS) that will help your organisation manage the security of your assets such as financial information, intellectual property, employee details or information entrusted to you by third parties.

The ISMS is a systematic approach to managing sensitive company information so that it remains secure. It includes people, processes and IT systems by applying a risk management process.

An ISMS typically addresses employee behaviour and processes as well as data and technology. It can be implemented in a comprehensive way that becomes part of the company's culture.

The key benefits of an ISMS:

- Helps protect all forms of information
- Increases resilience to cyber attacks
- Offers organisation-wide protection from technology-based risks
- Helps respond to evolving security threats
- Reduces costs associated with information security
- Protects the confidentiality, integrity and availability of data
- Improves company culture



***“The key selling point with C3C was that they had the knowledge and solutions to address any area of concern. That gave us complete confidence.”***

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# Data Protection Compliance

## GDPR & Data Protection

C3C can audit your business and identify where work is needed to be brought into compliance with data protection legislation. We are able to assist with data mapping and conducting data protection impact risk assessments (DPIA).

We can provide the framework for an Information Security Management System (ISMS) and have developed a comprehensive document Toolkit to assist with the implementation of the policies and procedures that may need creating or updating.

Our Data Protection Officer (DPO) service, based on a service contract, provides clients with access to our experienced consultants to help them meet mandatory requirements.

## Staff Awareness e-Learning Course

Companies are required to record and monitor employee training and this is a vital aspect of evidencing that a company is complying with data protection law.

Employees have to understand the risks to the company, both financial and reputational, as well as the risk to themselves. On completion employees will understand the best practice processes and procedures that are required to be followed when handling personal data.

***“I think the personal and tailored service, backed up by standard documents is difficult to improve. We actually enjoyed looking at the GDPR!”***

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# Passport Validation

## Complying with employment law

Checking a job applicant's Right to Work is a task that employers have had to undertake for many years. Indeed, all employers have a legal obligation to check that prospective employees have a Right to Work in the UK before they allow them to start work. Every prospective employee must be checked regardless of nationality, length of contract or the position they will hold.

A check must be undertaken before a job applicant is allowed to start work. Employers must check, in the presence of the applicant, that the documents are valid and that any photographs within the document look like the holder. The time and date of the check has to be recorded to show when the check was made. Copies of the documents must be made and kept for at least two years after employment ends.

Failure to comply with Right to Work requirements could make an employer liable for a Civil Penalty of up to £20,000 per illegal worker and in some cases imprisonment for up to 5 years.

Without thorough and reliable identity checks, employers are putting their business at risk by employing those who have no right to work in the UK. This is where Passport Proven can help.

Our solution, powered by Passport Proven, captures images and data from a passport, BRP, Visa or identity card via a scanner or mobile device, Passport Proven then processes and cross-references the information to determine whether the document is valid.

[www.passportproven.co.uk](http://www.passportproven.co.uk)

*Cost effective identity document validation checks*



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# Secure Document Storage

## Keeping personal data safe

Any business that collects personal data in the form of documentation, i.e. passport, drivers licence, proof of address etc is responsible for ensuring that they are kept safe and secure in accordance with data protection legislation.

Imagine a portal where documents can be uploaded directly into a secure Cloud storage location.

We provide a solution, in partnership with Shuttle, where documents can be kept for as long as necessary and deleted as appropriate.

Initial information to create an account and document upload can be managed internally or externally by the customer themselves.

Ideal for companies who need to retain proof of ID for:

- Test drives
- Vehicle hire
- HR records
- Tool hire
- Test/examination centres
- Universities
- Colleges
- Recruitment agencies
- Restaurants



<https://shuttleon.com>

***Personal Information (PII) does not leave the Shuttle platform - single point of collation for all data and documents***

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# CCTV Compliance File

## Meeting your legal requirements

CCTV systems are used by many organisations for safety and security in a variety of public and private settings.

This compliance file locates the required documents in one place and is a cost-effective way of addressing compliance with the relevant legislation.

All CCTV systems that collect personal data are required to be registered with the Information Commissioner's Office (ICO) and the use of CCTV is covered by the Data Protection Act 2018 and subsequent regulations.

The compliance file contains the following documents and guidance.

- CCTV Needs Assessment
- CCTV Impact Assessment
- CCTV Policy
- Surveillance Camera Code of Practice
- Home Office Guidance
- CCTV Supporting Small Businesses
- CCTV In Operation Sign
- UK Police Requirements For Digital CCTV Systems

Our consultants would be happy to assist you with your specific requirements.



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# Licensing

## In support of the licensing objectives

Our professional licensing consultants help our many clients successfully navigate the challenges of all aspects of licensing including the sale of alcohol, provision of regulated entertainment as well as the provisions relating to animals, gambling, taxis and other licensing matters.

Our professional licensing consultants have many years of experience dealing with all aspects of licensing, for a wide variety of clients operating a wide variety of premises; these include retail shops, bars, restaurants, nightclubs, hotels, blue-chip companies and event spaces.

The following services are available:

- Licensing Consultancy Service - new licences, partnership working, response to enforcement activity
- Personal Licences
- Premises Licence Applications / Variations
- Premises Licence Reviews
- Representation at Licensing Committee Hearings
- Premises Licence Transfers
- Variation of the Designated Premises Supervisor (DPS)
- Temporary Event Notice (TENs)
- Licensing Compliance File

***“They are very professional, caring and focused on all aspects of licensing. Their fee is reasonable and when you talk to them it is like they are part of your business. Thank you”***

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# Testimonials

## **Walton Heath Golf Club**

'We couldn't thank Eddie or recommend C3C highly enough for everything they have done to advise and help us to be compliant. Eddie has been thoroughly professional, very competent, knowledgeable and enormously useful throughout the whole process. He is our comfort blanket.'

**Stuart Christie, Walton Heath Golf Club Secretary**

## **Brittain Marketing**

'The key selling point with C3C was that they had the knowledge and solutions to address any area of concern. That gave us complete confidence.

All we had to do was call them and they would be there to help. That was a massive support. It was just the ease of success. We would 100% recommend them. Tana (Jackson) was so helpful!

**Charlotte King - Campaign, Operations & HR Manager - Brittain Marketing**

## **HALO Accident Repair Centre**

'What we were looking for were experts who could validate where we were and what else we needed to do. Eddie and Tana (Jackson) were great, they made the whole GDPR process simple and straightforward, not complex at all. The nice thing was that there was one flat fee, so if anything came up, no matter what, I could call or email and there was no extra charge. And, they were always very responsive.'

**Barry White, Compliance, Procurement & IT Manager**

## **SimplyVAT**

'C3C were excellent. Tana went above and beyond. We could call her at any time for advice. She explained everything so well, in plain English, making what seemed complicated, straight-forward and easy. It was a great experience and very good value for money. I would definitely recommend them.'

**Daisy Baker, Office Manager**

## **The Cumberland Hotel, Eastbourne**

'Tana was absolutely the best. So calm and collected. Very knowledgeable, she could answer any question, was very patient, nothing was a problem and was constantly on hand to help.'

**Elizabeth Rickey, Front of House Manager**

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