

**Nexgen Development Software Limited**

Registered in England & Wales

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Security Overview

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Protecting your data. Supporting your business.

1. Security Overview

Building Trust Through Security

At Nexgen Development Software Limited, security is fundamental to the way we design, develop and operate our software platform.

We understand that Housing Associations, Local Authorities and other public sector organisations trust us with important business information. Protecting that information is one of our highest priorities.

Our platform has been developed using recognised cloud technologies and modern security practices to help ensure the confidentiality, integrity and availability of customer data.

Security is not treated as a one-off exercise. We continually review and enhance our security controls to reflect evolving cyber threats, industry best practice and customer requirements. It forms part of our ongoing governance, product development and operational processes, with regular reviews and continuous improvement.

This document provides an overview of the security measures that support the Nexgen platform.

For customers requiring additional information, we are happy to support security reviews and procurement questionnaires during the procurement process.

2. Secure Cloud Platform

The Nexgen platform is delivered as a secure cloud-based Software-as-a-Service (SaaS) solution.

Our infrastructure has been designed to provide high levels of availability, resilience and security while allowing customers to access the platform securely from authorised locations.

Key security measures include:

- Secure cloud hosting on Amazon Web Services (AWS)
- Encrypted communications using HTTPS and TLS
- Secure authentication and user access controls
- Role-based permissions

- Continuous monitoring of the production environment
- Secure data storage
- Regular system maintenance and security updates
- Backup and recovery procedures
- Secure software deployment processes

Our cloud-first approach enables security updates and improvements to be deployed efficiently while reducing operational risk.

3. Application Security

Protecting customer information extends beyond infrastructure. Security has been designed into the Nexgen application itself through a combination of technical controls, secure development practices and user access management.

Identity & Access Management

Access to the Nexgen platform is controlled through secure authentication and role-based permissions.

Key controls include:

- Individual user accounts
- Role-based access permissions
- Password security controls
- Multi-factor authentication (where enabled)
- Secure session management
- Principle of least privilege

These controls help ensure users only have access to the information and functionality appropriate to their role.

Protecting Customer Data

Customer information is protected using recognised security practices throughout the platform.

Measures include:

- Encryption of data during transmission
- Secure cloud data storage

- Controlled access to customer environments
- Audit logging of key platform activities
- Secure backup procedures
- Continuous platform monitoring
- Secure access logging and monitoring

Security controls are reviewed regularly as part of our ongoing commitment to maintaining a secure service.

Secure Software Development

Security forms part of our software development lifecycle.

Before new functionality is released, changes are reviewed and tested to help ensure they meet our quality and security standards.

Our development approach includes:

- Controlled software releases
 - Code review processes
 - Security testing
 - Ongoing maintenance
 - Regular software updates
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4. Compliance & Governance

Security is supported through governance, documented processes and recognised industry standards.

Nexgen continually reviews its security controls to ensure they remain appropriate for the organisations we support.

Cyber Security

Our approach includes:

- Cyber Essentials certified
- Regular security reviews
- Ongoing vulnerability management

- Secure configuration management
- Software patch management
- Access management procedures
- Incident response processes

Security is viewed as a continuous process of improvement rather than a one-time certification exercise.

Data Protection

Nexgen is committed to protecting personal information and supporting customers in meeting their own data protection obligations.

Our approach includes:

- UK GDPR compliance
- Data Protection Act 2018
- Privacy by design principles
- Access controls
- Data minimisation
- Secure handling of customer information

Supporting documentation is available through our:

- Privacy Policy
 - Cookie Policy
 - Website Terms & Conditions
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Independent Assurance

To provide customers with additional confidence, Nexgen undertakes independent assessments of its security controls.

This includes:

- Cyber Essentials certification
- Independent penetration testing undertaken periodically
- Customer security questionnaires
- Procurement due diligence support

Additional information can be provided during procurement where appropriate.

5. Working with Our Customers

We recognise that security is a shared responsibility between Nexgen and our customers.

Whilst we are responsible for protecting the platform and its underlying infrastructure, customers also play an important role in maintaining the security of their own environments.

We work closely with customer IT and Information Security teams throughout implementation and beyond.

During Implementation

Our implementation process includes support for:

- IT connectivity reviews
- Firewall and network discussions
- User access planning
- Security questionnaires
- Procurement documentation
- Data migration planning
- Customer onboarding

During Service Delivery

Throughout the lifetime of the service we continue to support customers through:

- Ongoing software updates
- Product enhancements
- Security improvements
- Customer support
- Incident management
- Regular communication

Our objective is to build long-term relationships based on trust, transparency and continuous improvement.

6. Further Information

If your organisation requires additional information regarding the security of the Nexgen platform, we are happy to support your procurement and information security processes.

Additional documentation may be available on request, including:

- Cyber Essentials Certificate
- Data Processing Agreement (DPA)
- Privacy Policy
- Cookie Policy
- Website Terms & Conditions
- Penetration Test Executive Summary (where available)
- Responses to customer security questionnaires

We welcome security reviews and are committed to working collaboratively with our customers' IT and Information Security teams throughout procurement, implementation and the ongoing delivery of our services.

7. Contact Us

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