Safe Buyer Scheme Security Policy

Keeping Your Data Safe Online

Contents

We want to ensure that you use the Safe Buyer Scheme (SBS) safely and that your data is kept securely. By following the Safe Buyer Scheme Security Policy, you reduce the risk of your data being intercepted by 3rd parties and you increase your safety.

The Safe Buyer Scheme is a secure website and has been built by our data security experts to ensure that the data passed to it is kept securely. We continuously test the security properties of our website and we update cybercrime threat risks on an ongoing basis. Our website has the highest security certification possible, however, it is **essential** that when you browse to the Safe Buyer Scheme you check that you have not been taken to a bogus website[1] and end up relying on misleading information as a result. This document will help you stay safe.

This document also sets out how we communicate with our users. It is **essential** that users understand how we communicate so they are not tricked by following procedures that are not used by the Safe Buyer Scheme.

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[1] A bogus website will use website addresses which are very similar to the authentic website address (i.e. there may be one or more letters difference). Bogus websites hope the user does not notice these differences and logs in or enters sensitive details. For example: http://www.safebuyer scheme.co.uk (omitting the 's' from 'https'); or http://www.safebuyersscheme.co.uk (adding an extra 's' to 'move')

Step 1 - Google 'Safe Buyer Scheme'
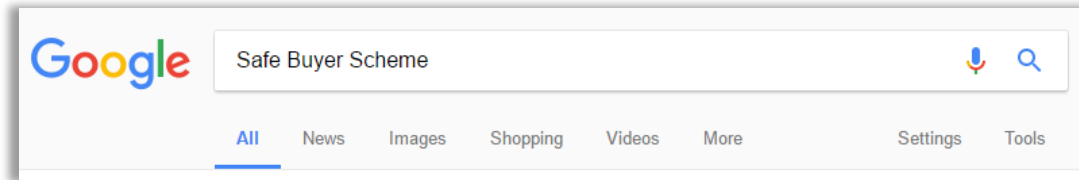
Step 2 – Select the Google result that matches Safe Buyer Scheme

It is essential that you browse to the correct URL (i.e. website address) and to **ALWAYS** check that the URL window contains the green padlock and 'BE Consultancy Ltd' text which matches the appropriate image below.
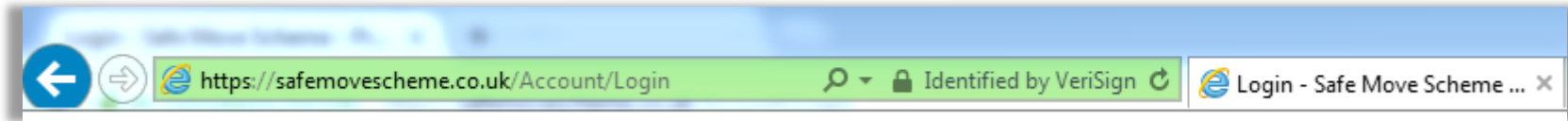
The address bar must match one of the following images below depending on which internet browser you are using:
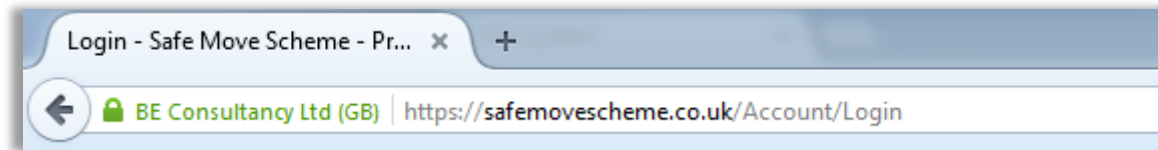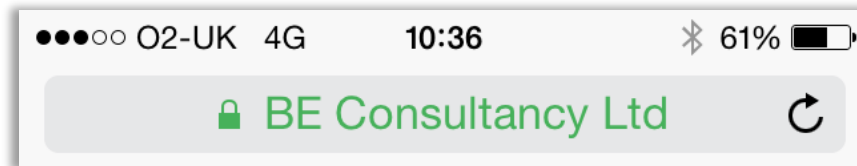
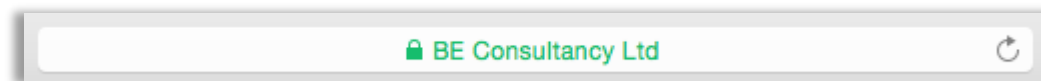**Chrome (v.46.0.2490.80)** -

Internet Explorer (v.11) -

Firefox (v.41.0.1) -
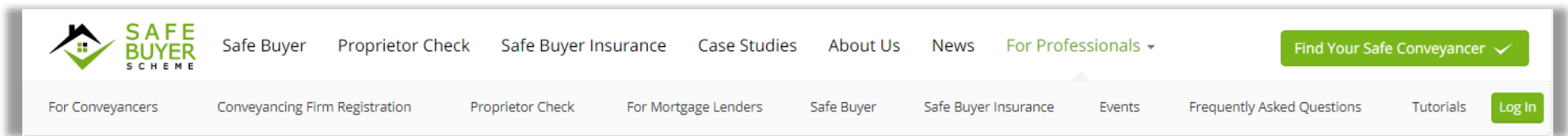

iPhone/iPad iOS (Safari v.9) -

Mac OSX (Safari v.9) -

Use the above instructions from a secure Wi-Fi network - **never** log into the Safe Buyer Scheme using an unsecured or unknown network (such as a public network).

Click the login icon within the 'For Professionals' menu:

When you have finished using the Safe Buyer Scheme secure website, always remember to **log out** and close the browser window you used to access the website.

Use the '*Log out*' icon (shown below) to log out of the Safe Buyer Scheme secure website – this will take you to the SBS secure website login screen at the website address shown in Step 4 above.

Email – emails are not safe (as it's not possible to prevent emails being intercepted by hackers)

We will **never**

- email you sensitive data

- email you a link to our SBS secure website login screen

- email you an attachment

You must **never:**

- email us sensitive data

- click on a link claiming to take you to the SBS secure website screen

- open attachments claiming to be from the SBS

- forward an email you suspect is not from the SBS

- reply to an email you suspect is not from the SBS

We will:

- Send email alerts asking Professional Users to log in to view notifications

  - Professional Users can only view notifications by logging into the SBS secure website using the secure login procedure.

You can:

- Email us general questions
    - please consider that this message has potential to be intercepted by a 3rd party (including hackers) and therefore must not contain any sensitive data that may compromise your security

Phone – We may call Users to discuss their SBS account

We will **never**:

- ask a Professional User for their password or PIN

- ask a Professional User to log in to another website

  o   always follow the secure login procedure

Text Messages – We may text information to Users in relation to their SBS account

We will **never**:

- ask a Professional User for their password or PIN

- ask a Professional User to log in to another website

  o   always follow the secure login procedure

- text you a link to our SBS secure website login screen

We may:

- ask Professional Users to login – always follow the process as detailed in the Logging In section above

- provide some security details for Professional Users and their login

Communication with the Safe Buyer Scheme (cont.)

Website Links

We will **never**:

- email a link to the SBS secure website login screen

You must **never**:

- log in to a website using a link from an email

If you believe your security has been compromised please change your password as soon as possible by using the SBS secure website.

If you believe any details regarding you or your transaction have been changed without your consent, please contact the supervisor that is responsible for your account (this could be your conveyancer or SRO).