



Notice of Business Continuity Preparedness - A BCMS External Statement

Conkaa Limited (Medical Tracker) is committed to providing uninterrupted service and support to its customers. We recognise that certain uncontrollable events can cause varying degrees of disruption to normal business processes. For example, a severe storm can adversely affect the ability of staff to report to work on a given day. Events of greater severity, such as a regional electrical blackout or an intentionally destructive act, could cause wider concern and disruption. We recognise the responsibility to our customers to continue critical operations during such events, including providing access to our software and to our consultant network. Our goal is to meet this obligation with minimal interruption — on the same day, if possible — given the circumstances and scope of any disruptive event.

We would like our customers and potential customers to be aware that the Organisation has developed and maintains a written Business Continuity Plan, which we believe not only provide effective responses to a wide variety of disruptive events but better enables us to continue critical operations during a business disruption.

What does our Business Continuity Plan address?

Our Business Continuity Plan provides for the continuity of critical operations and other activities during a variety of disruptions.

They include customer support responses such as conducting operations from alternate sites in different locations, backup equipment and continuance strategies while maintaining our presence in the marketplace and servicing customer accounts. These plans are designed to enable the Organisation to continue critical operations whether the disruption is company-wide, affecting an entire site or limited to a department or function.

We believe it is important that its customers remain confident in our commitment and ability to provide ongoing services and uninterrupted access to our key products and services in the event of a business disruption. To maintain effective and secure plans, we keep them confidential. In addition, the Organisation is committed to maintaining effective communications with its customers during a business disruption and has procedures in place to ensure we can contact you if our services are interrupted in any way.



Our business continuity plans are reviewed and tested annually to ensure appropriate enhancements are implemented as technology improves, business plans evolve, or even if our customer's requirements change. Senior management has designated a lead Business Continuity Manager, and our plans and supporting documents are subject to review by both internal and external auditors. Should material changes to the plans occur, this "Notice of Business Continuity Preparedness" will be updated as appropriate.

Should you require further information, please email support@medicaltracker.co.uk who will be happy to answer any questions you may have.