



# Secure File Transfer Procedure

Transferring Personally Identifiable Information to 1datapipe

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## Overview

To ensure the security and compliance of personally identifiable information (PII), data must be transferred to 1datapipe only through the approved secure file transfer portal.

*Transfers through any other channel — including email, removable media, or unauthorised file-sharing services — are strictly prohibited.*

## Required Procedure

Follow these steps for all data transfers to 1datapipe:

- 1 Receive portal access**  
The designated user will receive a welcome email granting access to the secure transfer portal.
- 2 Activate your account**  
The welcome email will provide the portal URL along with instructions for account activation, password setup, and two-factor authentication (2FA) configuration.
- 3 Upload files through the portal only**  
All data must be uploaded exclusively through the secure transfer portal. Do not transmit files through email, removable media, or any other channel.
- 4 Confirm upload completion**  
Upon successful upload, an automated notification will be sent to 1datapipe. In addition, notify your 1datapipe point of contact directly once the upload has been completed.

## Compliance Requirement

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All data transfers must comply with 1datapipe's information security and data protection requirements.

*Any deviation from this procedure must be approved in advance by 1datapipe's compliance team.*

For assistance or to request an exception, please contact your designated 1datapipe point of contact or email the compliance team directly.