

SECURE FILE TRANSFER

Secure File Transfer Procedure

Transferring Personally Identifiable Information to Identia

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01

Overview

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

NOTE

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

02

Required Procedure

Follow these steps for all data transfers to Identia:

01

Receive portal access

The designated user will receive a welcome email granting access to the secure transfer portal.

02

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.

03

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.

04

Confirm upload completion

Upon successful upload, an automated notification will be sent to Identia. In addition, notify your Identia point of contact directly once the upload has been completed.

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03

Compliance Requirement

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

NOTE

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

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

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