

VOIPHUB TECHNOLOGIES LIMITED

www.voiphub.com

VOIPHUB COMPLIANCE POLICY

(Version: 1.0)

At VOIPHUB TECHNOLOGIES LIMITED, we are committed to the highest standards of regulatory compliance, risk mitigation, and ethical operations. As a UK-based telecom solutions provider, we operate in full alignment with national and international legal frameworks governing communications, data protection, and anti-abuse practices.

Our Legal and Regulatory Framework

We operate in accordance with the following UK regulations and codes of practice:

Companies Act 2006

Proceeds of Crime Act 2002

Money Laundering Regulations 2017

UK General Data Protection Regulation (UK GDPR)

Telecommunications (Lawful Business Practice) Regulations 2000

OFCOM General Conditions and Code of Practice

Compliance Oversight and Structure

We have appointed an independent Compliance Officer who reports directly to the Managing Director.

The Compliance Officer manages risk assessments, monitors telecom traffic, and maintains the Compliance Log for at least six years.

Compliance governance is supported by annual training, internal audits, and regular policy reviews.

Fraud Prevention and Traffic Monitoring

VOIPHUB operates real-time detection systems for identifying and responding to:

FAS (False Answer Supervision)

CLI spoofing

SIM-box or flash call traffic

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Spam, robocalls, and other telecom abuse patterns

Enhanced due diligence is applied to high-risk routes and clients, with full audit trails retained and available for regulatory review.

Data Protection and Privacy

We collect and process data in full compliance with the UK GDPR and the Data Protection Act 2018.

Our Privacy Policy outlines how we manage personal data, secure infrastructure, and uphold customer rights.

Customers may contact compliance@voiphub.com to access, correct, or erase their data.

Network Security and Incident Response

Our VoIP systems are protected by encryption, DDoS mitigation, and multi-layered access controls.

We follow principles of the UK Telecommunications (Security) Act 2021, including threat detection and secure provisioning.

A formal Incident Response Plan is in place to address breaches or service anomalies.

Industry Memberships and Transparency

We align with best practices from Comms Council UK, ITSPA, and other relevant associations.

We support lawful intercept, traffic traceability, and good-faith cooperation with UK law enforcement and regulators.

Terms and Accountability

Our Terms of Service define service scope, SLA commitments, and dispute resolution mechanisms.

Internal violations of our compliance framework are subject to investigation and disciplinary measures.


Whistleblowing and Incident Reporting

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To report misuse of our services, including spam or telecom fraud, please contact compliance@voiphub.com. Whistleblowers are protected under our internal safeguarding procedures.

Contact Us

 compliance@voiphub.com – for any legal, regulatory, or privacy inquiries

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