



BUSINESSGUYSI.T.
I.T. SUPPORT IS JUST THE TIP OF THE ICEBERG

GDPR Declaration

Your data is of paramount importance to us, the way in which we store, access and use your data is highlighted in this document. We ensure at each stage that your data is kept safe and only used for legitimate business purposes.

In the vast majority of cases this data is classed as corporate data and not personal data under ICO's definition: "The GDPR applies to 'personal data', which means any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier"

We have however taken this opportunity to evaluate all the systems we use and give examples of the types of data we collect below.

What data we collect

During our dealing with your business we collect for example but not limited to the data below:

IP Addresses, WiFi network and WiFi Passwords, Computer logins, Sage logins, Apple - Google - Microsoft - Dropbox logins - etc, NAS and Server logins, Website hosting and domain logins, number of employee, staff names, DOB, addresses, phone numbers, email addresses.

Sales opportunities, faults and cases reported, job notes of works completed, proposals, invoices, project plans, websites files, client backup data.

Examples of personal data we hold could be your name, address, personal telephone number, email and at what company you work at for example.

Without this data we would be unable to carry out our core business function, acting as your own IT department any website hosting / developer provider.

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BUSINESS GUYS I.T. – I.T. SOLUTIONS DESIGNED AROUND YOU

Email: hello@businessguysit.com | Web: www.businessguysit.com | Tel: 01782 479 005

9 Brindley Court, Lymedale Business Park, Dalewood Road, Newcastle-under-Lyme, Staffordshire, ST5 9QA

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What happens with your data

Where appropriate we have ensured that the systems that we store data on are GDPR compliant. We use various software packages to store data on that includes but is not limited to client data, financial data, sales data, etc. We ensure that all services we use are classed as “private by design”.

The data such as passwords, logins, etc are stored on our central CRM database which is data encrypted in transit and at rest.

Financial data about our clients, purchase history, proposals, what equipment that have, etc is also encrypted, secured behind firewall and physical security, etc on a separate system.

Client backup data is stored on our cloud system to which only we hold the encryption key for, even our own provider cannot access the data only us, again this is encrypted.

All our data is backed up in a secure manner and these backups are tested regularly. All company owned devices such as computers, mobile devices, backup drives, etc are encrypted if they are storing client data on them.

Why we collect this data and how it is used

We collect personal data in order to carry out our function as an outsourced IT & Website Hosting Company. As we act as your IT department as you can imagine we need all sorts of data about your business to enable us to carry out our function and serve you appropriately. This could be something as simple as telling you your WiFi password when you have forgotten it to recovering your businesses data in the event of data loss.

We may need to pass your details to 3rd party providers in order to provide services to you, for example your name to Google or Microsoft to setup an email account for you, etc. By taking out these 3rd party services you are giving the 3rd party permission to contact you directly whereas we are the partner with them but they are the provider / manufacturer.

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We send out various emails to our clients, prospects, suppliers, etc informing them of IT trends, products and services, promotions, announcements and other business related announcements.

We will always endeavour to keep your records up to date and accurate, however, we do rely on you to pass this information to us. Unless we are updated when you change a password or a staff member leaves for example our data cannot be reasonably up to date.

We will never knowingly pass on or sell your details to direct marketing companies. The only 3rd parties that we work with are sub-contractors, interns, placements students, etc. These people will have signed NDA's / DPA's in place and have very limited access to your data if any at all.

How long we will keep your data

Due to the nature of our work and the data we store (sometimes a client could call from 7 years ago needing a password for example) we have to keep data for an infinite amount of time in order for us to undertake our standard business activities. All the critical data we hold on clients behalf is for their benefit and not ours in most cases, it's critical to running of their business and not ours. If we deleted a clients login details for example they could loose data, money, business or a combination of all three.

We embody a right to erasure policy and upon request we will remove a clients / prospects / suppliers or other contacts details from your database entirely. This will happen if said contact withdraws their consent to further processing of their data. It includes cases where the data was obtained or processed unlawfully, or where the use for which it was originally gathered no longer applies. We will comply with GDPR guidelines and comply when the specific grounds are met.

Existing Data

The Information Commissioner's Office has declared that "you are not required to automatically 'repaper' or refresh existing [Data Protection Act] consents in preparation for the GDPR." However, if you continue to rely on previously granted consent for an individual's data to be processed, you must "make sure it will meet the GDPR standard on being specific, granular, clear, prominent, opt-in, properly documented and easily withdrawn."

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Due to the nature of our work and the data we store (sometimes a client could call from 7 years ago needing a WiFi password for example) we have to keep data for an infinite amount of time in order for us to undertake our standard business activities, supporting your business.

If we deleted old data it could be detrimental to the running and operation of our clients businesses. We have taken the view that from th 25th of May 2018 that everything moving forward required express "unticked" consent and if we don't get that we will delete their data from our systems. In an ideal world we would love to give them a deadline and then delete their data if we do not hear back, but with good conscious and the potential but very real threat of doing real damage to their business if we deleted their data we are not taking that course of action. All the critical data we hold on clients behalf if for their benefit and not our in most cases, it's critical to running of their business and not ours.

Your Active Consent

Your consent to Business Guys I.T. Limited storing your data, contacting you and marketing to you.

In most cases this will be collected on our client off sheets, website contracts, care packages and website contact form for example. This document can however be used to give or revoke consent.

Storing of data

As outlined above in this document.

Do you consent? Yes / No

Signature:

Print Name:

Date:

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Contacting You

Can we call / email you in order to support your I.T. / Technology / Website, etc. In some circumstance we will need to contact you regardless of your preferences for important announcements, etc.

Do you consent? Yes / No

Signature:

Print Name:

Date:

Marketing

Can we market our products and services to you.

Do you consent? Yes / No

Signature:

Print Name:

Date:

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Revoking Consent

This document can be used at any time to revoke consent to store your data, contact or market to you. All request must be done via email and send to dataprotection@businessguysit.com by filling out and returning this document with your updated preferences.

Our data protection officer is Benjamin Leo Challinor.

Any request off a client to remove / delete data will be honoured ASAP and we will comply with GDPR regulations where that is concerned.

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