

Octagon Technology Ltd



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Technology without Tears



www.octagontech.com

technology without tears

General Data Protection Regulations (GDPR) Privacy Statement

Our Promise

Our service is fundamentally based on our IT knowledge and expertise, effective communication, trust and friendly approach, therefore we'll get to know your business first by listening and talking to you and visiting you on-site in order to understand your technology needs and requirements better.

IT Support –Data Backup –Hosted Exchange –IT Outsourcing –Web Hosting -Training

Technology without Tears

Managing Director Diana Catton **CIO** Clive Catton * Company Registered in England and Wales No. 03437632

At Octagon Technology Ltd we are strongly committed to upholding the highest standards in privacy and data security, we welcome the additional protections afforded to individuals by the GDPR and we shall remain committed to complying with these principles

Types of Data

We may hold Personally Identifiable Information (PII) relating to you and your staff. This data is stored and processed in order to meet our contractual obligations with you and continue providing our services. This PII may include your name, e-mail address, phone number, geographical address and job title.

Due to the nature of our business we also hold data necessary for meeting our contractual obligations to you. This "Support Data" may include your I.P. address, usernames, and other online or employee identifiers.

We may also process information relating to you, your customers or suppliers. This is likely to occur during project work, change control and support activities. This may contain names, geographical address, email addresses, phone numbers and job titles of your customers.

Other than when required to do so by law, we will only process your data for the sole purpose of meeting contractual obligations.

Data Subject Rights

Under the GDPR, you will be able to:

- Access your PII held by us
- Rectify your PII held by us
- Erase your PII held by us
- Object to the processes of your PII held by us.

In each case we will provide evidence of the completion of such tasks when such requests are received.

Policies and Procedures

In order to comply with the GDPR, Octagon Technology Ltd has in place the following policies and procedures:

IT Security

- Members of staff are issued up to date, secure laptops
- No data remains on laptops or other mobile devices
- User interaction can be centrally monitored
- When PPI information is transferred it is encrypted

Data Protection

- A classification policy is in place which is used to classify the contents of both internal and customer data.
- All data is kept in encrypted cloud storage.
- All data is stored within the EU.

Network Security

- Infrastructure services and hardware are subject to regular security updates.
- Firewall protection is in place to protect against external threat.
- Network level vulnerability scanning is performed on internal and external facing infrastructure.
- Active controls are in place to protect against infrastructure level DDoS attacks.
- All systems are scanned for host-level vulnerabilities.

Authentication and Authorisation

- Access to systems holding or processing Customer data is restricted via centrally managed access controls.
- User Access is limited and provided on a least privilege basis.
- Password policy and associated standards are maintained.
- Biometric access controls are in place where available.
- Audit trails of user access are maintained and regularly reviewed.

Personnel

- All employees agree to terms of employment, stipulating strict data privacy and confidentiality clauses.
- All employees receive training on Data Protection/Privacy and other relevant law.

Data Storage & Data Transfer

- Data is not stored or transferred outside the European Economic Area (EEA).
- Data is backed up periodically throughout the day.
- Data backups are stored in Geo Redundant Azure Storage.