



## **EU General Data Protection Regulation (GDPR)**

**Company Name:** PC Clinic Technologies Limited.

**Trading Names:** PC Clinic & PC Clinic Ashby

**Data Protection Officers:** Mr P Barnfield & Mr K Chisnall

### **Purpose of data processing:**

We request personal data pertaining directly to the owner of any device that comes in to our store for repair. Where possible we also obtain basic data such as name and contact details for some sales within our store. This is to allow us to contact our customer regarding their repair (or sale) to discuss details of work done and to confirm any follow up questions.

### **Description of data collected:**

We have two groups of customer data at our store. One for business and one for consumers. In all instances we collect the same data with some additional information from businesses: Full name, email address, contact telephone number (home and mobile), password or PIN for accessing any devices and signature for acceptance of terms. Additionally, with businesses, we may ask for Business name and works contact number. If required, we may also ask for address for site visits and/or postcode for customer locality tracking (marketing information only). CCTV video and audio footage are collected within store and workshop areas for the purpose of crime prevention. CCTV subject access request available with £10 fee.

### **Recipients of personal data and storage guidelines:**

All our store obtained data is processed and stored with a third party, RepairTech Solutions on software called RepairShopr. This software is managed by them and is hosted on Amazon Web Services (AWS) servers. The data is securely protected by username and password combinations for our store staff, and these can ONLY be accessed internally when on our store network. Additional security measures have been setup for a master account which has Two-Factor Authentication requiring further security codes to be generated. This account is only accessible by management.

Some businesses are also stored on our cloud-based accounting package, Sage. This is also protected by secure online login credentials. We also retain records of our registered users (those who opt-in to subscribe via a link on their desktop of a new system) with MailChimp, and this again protected with online login credentials. We do retain information specific to some clients, such as maintenance clients and website design clients. These are stored locally on our secured network. Our Protect Plus customers have basic detail and banking information stored with our collection agent, GoCardless who have their own policies in place.

We do recover personal data files with the nature of our business if requested, and we act in accordance of the Information Commissioner's Office. Should we find any data which has cause for concern, we will report this to the relevant local authorities.

### **Retention and erasure schedules:**

Data collected pertaining to customer sales and repair jobs are retained indefinitely unless customer has opted-out of our data retention policy. Personal data recovered from devices is retained for up to a month (from collection of device) to ensure that we have everything recovered, after which it is securely deleted. CCTV is retained for up to 6 months where footage is required for evidence.

### **Technical security measures:**

Our internal network is protected by both hardware and software firewalls. Our data recovery systems remain disconnected from the network to further enhance security. Data is often transferred using internal portable drives, and these are not network linked.

*May 2018, PC Clinic Technologies Limited.*

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