



GDPR

14th May, 2018

How does info come into Devon Dens:

Website
Email
Telephone
Facebook
Contact form
Mailing list request

What info comes in:

Name, address, email and telephone contact details, the nature of their enquiry and their consent to hold info and receive info via our mailing list

Where is the info stored?

Contact details are stored on the password protected laptop (in emails and on invoices and letters) and on paper in customer files, (for the sake of HMRC.) Details are also stored in Mailchimp and spreadsheets on password protected laptops for being able to send information to our mailing list subscribers.

Access to customer data is limited to the 2 company Directors and our technical manager who uses the mailing list to send newsletters. Our accountants and Payroll process data re employees (for payroll) and re customers (in the form of invoices).

How is the info processed/shared?

Contact details are used to allow the invoicing of a customer, to allow us to go through design processes and arrange delivery.

Once a customer has been invoiced, their file is stored on the password protected laptop

General email conversations and thus the contact details are held on the laptop and stored via security passwords.

We do not store any Facebook info which I think must be just contact via fb info, which is held online by Facebook.

We hold the contact info (within emails and invoices) for around 8 customers a year. We hold contact info for members of the general public who make enquiries. (We only hold this contact info within emails), again password protected. We hold the details of mailing list subscribers via Mailchimp and on spreadsheets on password protected laptops. We offer a clear and visible opt-out call to action on our newsletters, which are sent out a maximum of 4 times a year.

The portable hard drive for backing up the laptop is kept in a locked filing cabinet.

Employee Info:

Contact details, NI number, DOB, and bank details are stored by our payroll service and on relevant emails between myself and the employee / sub-contractor when they send me invoices electronically.

Accountant and Payroll service adhere to all required GDPR regulations.

In the event of a security issue:

Report any Breach of data to ICO website within 72 hours.

Must be able to provide subject access requests for data held about an individual.

We will hold customer contact details (within invoices and letters) for 7 years. Within emails, we will hold customer contact details for 10 years.

Privacy Notice - see website.

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