



CLICKON IT LONDON LTD

GDPR STATEMENT FOR CITL CUSTOMERS

BY UTILISING OUR SERVICES, YOU ALREADY
AGREE TO OUR TERMS OF BUSINESS AND
PRIVACY POLICIES. FOR THE LATEST COPIES,
PLEASE SEE OUR WEBSITE AT
WWW.CITL.CO.UK

+44 (0) 345 094 1005 | www.citl.co.uk

1 Oakcroft Rd. Chessington, KT9 1BD

compliance@citl.co.uk

LAST UPDATED

17TH MAY 2018

CLICKON IT LONDON LTD - GDPR STATEMENT

17th May 2018

Background

The deployment of effective, relevant information security and data protection controls is fundamental to ClickOn IT London Ltd's (CITL) position as a service provider. CITL is committed to securing and protecting the personal data in its possession.

The General Data Protection Regulation (GDPR) comes into force on the 25th May 2018, at which point it will supersede the current Data Protection Act 1998 (DPA).

While GDPR is a complex piece of legislation, it is important to remember that it builds upon the requirements defined within the DPA, which already provides a substantial body of law around the security and protection of personal data.

CITL already and always have complied with the DPA requirements. Respect of data is of utmost importance to the Company and all its employees. Our own policies and procedures have been continually monitored and structured in order for us to be able to maintain information security and data protection controls in line with the GDPR guidelines.

What Personal Data does CITL collect and how it is processed?

As a Data Controller, our collection of personal data is limited to only data necessary for the purpose of supporting an effective business relationship with our customers, vendors and distribution networks. Customer name and contact details are collected, together with other business data, such as, business address, business contact and payment details.

As a Data Processor, the collection of personal data, provided by the authorised user within the end-user's organisation, is limited to the online user-id of the end-user, for the purpose of facilitating the consumption of the relevant CITL service.

CITL does not collect nor store any special category of personal data.

CITL will only process personal data where:

- processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract; or
- processing is necessary for compliance with a legal obligation to which CITL is subject, or
- where the data subject has given consent to the processing of his or her data for one or more specific purposes

Our Privacy Policy, available on the CITL website - www.citl.co.uk - provides additional information on how we are committed to handle personal data in line with the GDPR.

A data mapping exercise has been conducted for both CITL's customer services and internal systems. These, in turn, have fed into a series of Data Privacy Impact Assessments, to identify potential risks to the security and privacy of the personal data. Where necessary, additional controls have been implemented to mitigate any potential risk.

Our relationship with third parties.

Vendor and Partner Network

Each vendor and partner we work with has provided, or committed to providing, a revised GDPR contract (or addendum) by 25th May. If any of these require signing by the end-user, you will be notified of this accordingly.

Other suppliers

CITL has also received updated contractual terms, in line with GDPR, from suppliers and partners that process personal data in supporting ClickOn IT London's internal business processes. As above, the revised contractual terms ensure the obligations to secure and protect personal data and the need to support the Data Subject in exercising their fundamental rights is recognised by our suppliers.

CITL's technical and organisational controls

CITL's IT architectural model is based upon industry standard equipment and operating system software, deployed across a locally hosted data server system at our head office in Chessington, Surrey and a cloud mirror using Google's G Suite for Business and Microsoft's Office 365 service. Our ability to connect to our services from anywhere gives us the resilience to always have access to data when it is needed. At the same time, security to access this data takes precedence, and the core of our systems stored on the cloud require 2 factor authentication to access them.

Our end points which we use to access the data are encrypted using the latest technologies, along with being protected by relevant Anti Virus, Anti Malware and software to protect against Zero Day Attacks.

Any in house systems operate on the latest operating systems and adhere to patch management policies to ensure compliance with security guidelines.

Project Management within CITL has been enhanced to embrace the 'Privacy by Design and by Default' philosophy embodied in GDPR.

CITL will also have a breach reporting tool made available to all its employees; all breaches will be reviewed by the DPO/Executive team..

Summary

CITL is committed to its obligations under GDPR, both in its role as Data Controller and as a Data Processor.

For further information, please contact us by email at compliance@citl.co.uk or by phone on 0345 094 1005