

PA Services Online

General Data Protection Regulation (GDPR) Client Information Sheet

What is the GDPR?

The General Data Protection Regulation is a new, European-wide law that replaces the Data Protection Act 1998 in the UK. It places greater obligations on how organisations handle personal data. It comes into effect on 25 May 2018.

What do we store?

At PA Services Online, we primarily store business contact information for our clients, prospective clients and their employees, such as an office address, business e-mail and contact numbers. There are some situations where we will store personal contact information, which has been provided by our clients. We act as a controller for the above information.

What is personal information used for?

Personal information is used for the purposes of virtual services delivery. All spreadsheets with personal data are password protected.

Is PA Services Online registered with the ICO?

TBC, PA Services Online is registered with the ICO and we can be found under the following details:
Organisation name: PA Services Online
Registration reference: TBC

Access to information stored by clients?

Because we have administrative access to some of our clients' systems, we are also a processor for our clients. We take various steps to ensure the personal information on our clients' systems is also kept secure.

- Technical information is not passed to third-parties without authorisation by an authorised client contact.

Our systems are protected by multiple layers of security.

- Next-generation firewalls are deployed in our office.
- Email is scanned for malware by Windows Defender before it is delivered.
- Anti-malware software is installed on all devices and servers.
- Backups are encrypted during transit to our secure data centre facility.
- Our systems are proactively monitored for potential issues and threats.

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Finding out what we store about an individual or asking for information to be removed?

At any time, an individual may ask to see what information we store about them (a Data Subject Access Request) and/or may ask for their personal information to be removed from our systems (Right to be Forgotten). All information regarding this can be found in our Data Subject Access Request Policy. To ensure fair processing, personal data will not be retained by PA Services Online for longer than necessary in relation to the purposes for which it was originally collected, or for which it was further processed. The length of time for which PA Services Online entities need to retain personal data is 3 years. This considers the legal and contractual requirements. All personal data will be deleted as soon as possible where it has been confirmed that there is no longer a need to retain it.

Who is data shared with and why?

Personal information will only be shared with third-parties for the purposes of service delivery. Sensitive information, such as system passwords, will only be shared with third-parties with the express consent of a client's primary contact. Personal information is not shared with any third-parties for marketing purposes.

Changes to our Privacy Policy

This policy was last update on 23rd May 2018

How to Contact Us

Please contact us if you have any questions regarding our privacy policy by email at:
Belinda.Read@paservicesonline.co.uk