



27 High Street, Albrighton, Nr Wolverhampton, WV& 3JF TEL: 01902 375304

ACE Computer Support GDPR Statement – April 2018

- A) All ACE Customers (existing and past), prospective customers (existing and past) and Suppliers (existing and past) are stored on our Goldmine CRM database. We store the following details for each database record where details have been made available to ourselves.

Company name(s), Contact name(s), Telephone Nos (LAN and Mobile), Email addresses, Physical location address (home or office).

We also keep a summary record of all communication with the above individuals – telephone calls, appointments and emails. No conversations are recorded as such.

- B) Access to all the detailed information above is limited to current owner and employees of ACE Computer Support (west mids) ltd and this detailed information is not given out in any form to any third party by members of the Company.
- C) To gain access to the CRM database, all users (employers) need to logon with a username and password. The associated password for each user is changed on a regular basis by the database Administrator. If any employee leaves the company their respective username is removed from the database and all future access to the data is denied for that individual person.
- D) All printouts of customer data are always shredded at ACE offices once used for whatever purpose by the ACE Director or Employee.
- E) ACE Computer Support do not take any form of Credit Card payments and do not in any way store or hold any customer bank details.
- F) Should ACE Computer Support ever be requested to dispose of a customer's computer (PC, Laptop or Server) we will always remove the hard drive before disposing of the case and other hardware elements. The hard drive we will store for 30 days in a locked and fireproof safe at ACE before dismantling and preventing any chance of recovery of the customer data in any form.
- G) If, at any time, you as a customer, past customer, prospective customer, supplier, past supplier or employee of ACE Computer Support (west mids) ltd would like your data removing from our database please email peter@acecomputersupport.co.uk with the required instruction and your data will be deleted from the said database within 48 hours of receiving the instruction.



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- H) CUSTOMER SERVER STATE BACKUPS – Those Customers that use this ACE Computer Support service are aware that at all times there are 2 external drives with a full Customer Server State Backup on. One is onsite at the customer’s premises and is attached to the customer server \ PC acting as server. Backup to this drive is performed automatically every night. Every 6 months this drive is swapped with another external drive and the original drive returned to ACE Computer Support to perform a test Server Backup restore. Once successful restore has been completed this drive is stored in a locked and fireproof safe at ACE until the next swap over of drives 6 months later.
- I) CUSTOMER NIGHTLY ONLINE DATA BACKUPS – Those Customers that use this ACE Computer Support service are aware that the data on their server \ PC acting as a server is backed up every night to “the cloud” and the success or failure of this backup is checked by ACE every morning and rectified where necessary. The backed up data is fully encrypted onto 2 separate servers in the UK and cannot be read by anyone until restored when required by the customer to the originating server \ PC acting as a server.

PLEASE SEE ACCOMPANYING GDPR STATEMENT FROM ACE ONLINE BACKUP PROVIDER PARTNER - DataLifeline