



GDPR... SOME QUESTIONS & ANSWERS

GDPR is the biggest change to data protection law for over 20 years. Pollards are here to help you prepare for those changes.

Are Pollards GDPR compliant?

Yes, Pollards are ready for GDPR. We have reviewed and implemented internal procedures to comply with the GDPR 2016/679 regulations. We also hold IASME (including GDPR) and Cyber Essentials accreditations.

How do I send Personal Data to Pollards?

We will only accept “*Personal Data*” that has been supplied through our Secure Data Portal. Here you will also be asked to provide and / or confirm:

- Authorisation to process the provided “*Personal Data*”
- The consent the data has been complied under
- Provide us with the contract pertaining to the “*Personal Data*” being processed

Do you encrypt data when at rest?

All data is encrypted at rest using in-line technologies automatically.

What controls are in place to manage data encryption and access?

All access to shares and systems are controlled using Windows Active Directory and permissions only provided to required users.

Will Personal Data be stored on any computer system that is physically located outside of the European Union?

All data is saved directly on our internal storage, this requires the data controller to upload data via our online portal. This is a secure connection directly to us. Any data provided by email will be deleted from the recipient’s inbox, our servers and a request made to upload through our portal. A single use access code will be generated by Client Services and sent to the data controller in order to securely supply data to us.

It is a prerequisite of our supplier checks that any third party processor does not hold/store Personal Data outside of the European Union.

How is data protected from unauthorised access or modification whilst under your control?

All data is located on a single share where access is restricted to a limited number of machines. All other access is denied as default. Any data files requiring manipulation for mailing purposes will be handled on the same storage platform by a limited number of staff.



@pollardsprint

pollardsprint.co.uk

How long will you need to retain each item of data for and the justification for the retention period?

Data provided to us will be stored in line with the requirement of the controller. An option to set the “date of destruction” is available through our online portal. Where no indication has been given for “date of destruction” we acting as Data Processor will securely hold the data for a maximum of 90 days following invoice payment. On reaching the maximum date the said data will be deleted from our servers. Any hard copy data in connection with the contracted product e.g. make ready sheets will be securely destroyed following the completion of the instructed works.

How data will be securely deleted following the end of the retention period?

Data provided to us using our portal will be automatically deleted by our system on a date that has been specified by the Data Controller, removing any human involvement.

Do you share data with third parties?

Pollards on occasions may require subcontractors to carry out certain obligations whilst under contract for the provision of Data Processing or other such activities.

We take the action of appointing third parties very seriously. We only pass on any such obligation to approved suppliers that have met our requirements to provide goods and services to us. Under Article 28(2) of the GDPR Regulations we only commission Third Parties that can prove GDPR compliance. Suppliers providing Data Processing services can be amended at any time but we will always notify the Data Controller of any such changes and seek approval prior to any work being contracted to them.

Do you implement an incident response and reporting policy?

Any data breach would be raised in our “Incident Tracker” and notification given using our “Data Breach Notification Form”.

Do you have an appointed Data Protection Officer?

We have an appointed Data Protection Officer in accordance with *Article 37* who can be contacted via thedataprotectionofficer@pollardsprint.co.uk



Pollards
Since 1781



If you need help with GDPR for your mailings, please get in touch on:
sales@pollardsprint.co.uk | 01392 445 333 | pollardsprint.co.uk/gdpr