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# A Brief Guide to **GDPR**

# What is GDPR?



**The GDPR is the EU General Data Protection Regulation which will replace the Data Protection Act 1998 in the UK and the equivalent legislation across the EU Member States, taking effect on the 25th May 2018.**

The purpose of the GDPR is to further protect the privacy rights of EU individuals by governing how businesses manage and protect personal data, regardless of where the personal data is collected, transferred, stored or processed.

The GDPR may have a significant impact on your business, and the path to meeting the obligations of GDPR may seem challenging. At Ridgeons we take data protection very seriously and would like to help you, plus share with you the steps we have taken to ensure we are compliant.

## **What does the GDPR provide?**

The GDPR provides individuals with certain rights and controls over their personal data. The GDPR also requires transparency regarding a businesses use of personal data and establishes security and other controls over how personal data is protected.

## **Will the GDPR impact businesses outside the EU?**

The impact of the GDPR extends beyond the EU. It will affect any Businesses—regardless of location if the Businesses collects, receives, processes or stores EU personal data. This regulation may have implications for any Businesses located outside the EU that collects or receives EU personal data.

## **What are the key principles of the GDPR?**

The intent of the GDPR is to strengthen existing individual rights and give EU persons more control over their personal data. The basic principles of the GDPR are to:

- Require transparency on the handling and use of personal data
- Limit personal data processing to specified, legitimate purposes
- Limit personal data collection and storage to intended purposes
- Enable individuals to request in certain situations: access, correction, deletion (right to be forgotten), transfer of their personal data to a third party, restriction or objection to the processing of their personal data
- Ensure personal data is protected using appropriate security measures
- Limit the storage of personal data for only as long as necessary for its intended purpose

### What do the GDPR principles mean to my business?

Individuals in the EU may have the right to know, among other things, if and how their personal data is being processed, used, shared and stored. When responding to such requests, the information must be provided to the individual in a way that is clear and understandable.

Individuals may also have the right to have personal data corrected or deleted. If a person no longer wants his or her data processed—and a business does not have another lawful basis for keeping it—the data must be erased.

The GDPR also provides individuals in the EU with the right to know when personal data has been breached. The GDPR requires businesses to inform individuals of high risk data breaches, in addition to notifying the relevant data protection authorities.

## GDPR Definitions

The GDPR uses several terms that may not be familiar or particularly clear. We have tried to simplify them.

### Personal Data:

Personal Data is at the heart of the GDPR, and the definition of personal data is broad.

Examples of personal data include name, email address, phone number, physical address, device identifiers like IP addresses, geolocation information, health information, financial information, age, date of birth, etc.

Despite the fact that data—such as an individual's name or email address—might be available through public searches or other public records, it may be considered personal data that must be protected under the GDPR. Businesses that have doubt about whether data associated with a person or a person's device is or is not personal data commonly assume that it is.

### Controller

A controller is a person/company that determines how and for what purposes personal data is collected, used, processed, disclosed, and maintained.

For example, when a company collects personal data directly from an individual, or receives personal data from a third party that collected it on behalf of the company, the company is commonly the controller.

### Processing

Processing is an action performed on personal data—whether or not by automated means. This includes the collection, recording, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction of personal data. Nearly anything that is done with personal data may be considered processing.

### Processor

A processor is a person/company which processes (e.g., collects, stores, uses, or discloses) personal data solely on behalf of a controller and in accordance with the instructions of a controller.

## What do you need to think about?

Your systems and software should be important considerations when looking to meet the requirements of the GDPR, and should be part of adopting a robust GDPR compliance. Much of what is required to meet the requirements of the GDPR is process related, and businesses should consider the following:

- Identify the personal data you have and where it is stored
- Implement robust governance on how personal data is accessed and used
- Establish appropriate security controls to prevent, detect, and respond to data breaches and vulnerabilities
- Respond to requests from individuals asserting their data protection rights (e.g. requests to provide an individual with a copy of their personal data)
- Maintain documentation of compliance, including records of processing activities and responses to requests from individuals

*Ridgeons is committed to assisting our customers in complying with the various requirements applicable to their business—including GDPR. Thus, Ridgeons continues to monitor regulation changes and best practices to help enhance our security in line with GDPR*



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**GDPR**

What we  
have done

## How is Ridgeons protecting your data?

Ridgeons has invested heavily recently in the latest security ensuring we are strongly supported and the latest security updates are always installed. Below lists what we have in place;

- 1** Failover network lines ensuring data is always accessible
- 2** Failover firewalls protecting our data network
- 3** Separate internet lines off our data network protected by a dedicated firewall
- 4** Server and device anti-virus
- 5** Investment in Patch management software to ensure our servers and user devices are always up to date with the latest security patches
- 6** Strong password polices
- 7** PCI compliance quarterly scans for penetration testing
- 8** Investment in colleague training
- 9** New and improved website security

Ridgeons wants to assure you and demonstrate that the GDPR is being taken seriously and that every practical means necessary has been taken to ensure data is safe and we have the correct policies and procedures in place.



## Data on the move

All data that is being moved between parties should be encrypted. Ridgeons when moving data will use FTPS.

Personal data is held within our central database in Ridgeons private data centre. Ridgeons sites use a secure connection on a dedicated MPLS to connect back to this data but the data is always hosted back at the data and not locally at any site giving us better control over the data. We do not allow data to be stored locally on devices instead any personal data such as customer data a sales representative may take to a customer visit is stored securely hosted by Microsoft on a drive control by Ridgeons so if a device is lost the data can be kept secure.

## How to contact us?



Use our dedicated email address for any questions you have.

**GDPR@ridgeons.co.uk**

## More Information

For more information on how we use data and our Privacy Policy please visit us at [www.Ridgeons.co.uk](http://www.Ridgeons.co.uk)

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