

Policy:	GDPR FAQ
Reviewed By:	ISMS Manager
Review Date:	March 2024
Version:	3.0

Xeretec UK GDPR FAQ

Below are a number of frequently asked questions regarding Xeretec and our compliance with the UK General Data Protection Regulation (UK GDPR).

What is the UK General Data Protection Regulation (UK GDPR)?

It explains the general data protection regime that applies to most UK businesses and organisations. It covers the UK General Data Protection Regulation, tailored by the Data Protection Act 2018.

What client personal data do you hold and what is the lawful basis for processing it?

Xeretec acts as **Data Controller** for points of contact within our customers' organisations that are necessary in the delivery of **contracted services**. This includes:

- Users who contact the Helpdesk to log problems or requests in relation to equipment or services that we supply
- Users who need to be contacted in the course of fulfilment of contracted services, such as nominated recipients of invoices and SLA reports
- Xeretec acts as **Data Processor** in fulfilment of **contracted services** or specific written instructions for our Customers (as Data Controller) under the following situations: Some customers request billing information for Managed Print Services at user level
- We provide User Analytics services for some customers. This can profile print usage at a user level and may retain individual print job information, such as the name and type of files that were printed by a user
- Our support staff and engineers may access print job data in the course of problem diagnosis and resolution
- When our engineers decommission a printer or replace a printer hard drive, it may contain an encrypted cache of recent user-level print data

From time to time Xeretec may contact customers and other organisations that we believe may benefit from our services. The basis that we use to make this contact may be **consent** or **legitimate interest**, depending on the context. We ensure that we are fully compliant with the Privacy and Electronic Communications Regulations (PECR) for our Sales and Marketing activity.

The data that we capture and retain is the minimum required to fulfil these purposes. Mostly it is limited to name and contact information (address, email, phone and fax numbers). We do not hold any sensitive personal data for client contacts.

How will your organisation comply with UK GDPR?

Xeretec takes data security and data privacy very seriously, there is a cross-functional business team working on any GDPR related queries.

Where is client personal data held?

All Xeretec managed systems are hosted on servers within the European Union. Where we use an external cloud hosting service, we are seeking assurance from our suppliers that they are compliant with UK GDPR legislation.



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What security measures do you have in relation to the processing of information?

All data held on internal servers are subject to logical and physical security controls and are backed up to a UK-based ISO 27001/PCI accredited datacentre. All servers and data storage systems are protected by physical enterprise grade firewalls which incorporate various security protections. All our servers and client computers are protected by enterprise grade managed endpoint protection software. All storage data is protected by hourly/daily/weekly storage level snapshots which can be called upon as and when required. The entire network is replicated offsite to a UK based ISO 27001/PCI certified datacentre and our network can be brought online in a DR scenario within 4 hours.

We have a comprehensive set of security policies covering all aspects of acceptable use and data privacy and require all staff to agree to the terms of these policies as part of the induction process.

We have a comprehensive internal programme to raise awareness for UK GDPR. We have been ISO 27001 : 2013 accredited since June 2018 and Cyber Essentials Plus accredited since December 2021.

Do you have a data retention policy?

Yes. We have undergone a data discovery and categorisation process and defined appropriate retention strategies.

Do you have a process in place for notifying us of a security breach involving our data?

Yes - as part of our ISO 27001 accreditation this includes having a robust incident response and management process in place to report any security incidents through our internal helpdesk. We have an ongoing awareness campaign to ensure that all users understand the importance of reporting all security and potential data protection incidents. Our internal processes will ensure that appropriate authorities and affected parties are notified within the mandated timeframes.

In the event a customer exercises their 'right to be forgotten', are features available within your system(s)/application(s) to help us delete personal data?

Yes - we are working to ensure our systems have facilities that enable us to exercise the "right to be forgotten". Our master customer data resides in our Customer Relationship Management (CRM) system. If a customer contact exercises the "right to be forgotten" and this is deemed by us to be reasonable in the first instance, the data will be deleted from our CRM and cascaded to any local contact systems.

Do you delegate any services to third parties? Where are they located?

Some services require data to be sent to third parties. Specifically:

- Xerox for Device Agent Installation data (name, address, email and phone number) is held within Xerox Service Manager and is also used for User Analytics.

This system is hosted in the USA and we are working with Xerox to review and assure their compliance.

How will you deal with any complaint or request made in relation to data subject rights?
We have a specific (gdpr@xeretec.co.uk) email address for customers to make requests and/or complaints and we have a process in place to respond within the GDPR mandated timeframe.



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Who can we use as a point of contact for any questions regarding GDPR compliance in relation to our data?

Please contact the ISMS Manager directly at gdpr@xeretec.co.uk.

