

Aubergine 262 Ltd – Data Retention Policy

The types of data we retain

- 1) New enquiries
- 2) Clients
- 3) Staff
- 4) Suppliers
- 5) Members of the public not falling into the categories of 1-4

ENQUIRIES

Where it's stored

We store your data in the following way:

- Trello.com - our project management system
- Gmail – on our email system
- Mailgun – our website enquiry form relay service
- Facebook Messenger

Who has access to the data

The Directors & staff of Aubergine 262 Ltd

How long we keep it

We retain the data for 1 year or for as long as we continue to provide a legitimate business service relationship with the subject. Data is deleted earlier upon request by a subject invoking the Right to Erasure

The deletion process

Trello has a hard-delete mechanism – once deleted it is unrecoverable

Gmail and Mailgun are deleted and removed from their servers after 30 days

Facebook Messenger – we delete the data at the close of conversation. Refer to Facebook's own privacy policy for their data retention policy.

CLIENTS

Where it's stored

We store your data in the following way:

- Trello.com - our project management system
- Mailgun – our website enquiry form relay service
- Internal network (firewall protected)
- Company and staff phones
- Company computers
- Xero accounting software
- Data centre & domain registries
- Printing partner companies
- Courier & despatch companies
- Gmail – on our email system
- Facebook Messenger
- HMRC
- Our accountants
- Analytics & advertisers
- IT Support company

Who has access to the data

Access to each location is controlled and limited by Company Directors.

How long we keep it

We retain the data for all current clients for as long as they remain active or until requested and invoking the Right to Erasure. Data captured on Trello has all PII removed at the end of the project and then the project information is archived. When you cease to become a client, we will retain your data on our email and we undertaken an annual data purge to remove it.

The deletion process

We hard-delete all records according to the above stated methods except where we are required, by law and regulated bodies (such as HMRC) to retain the records for longer.

STAFF

We retain staff records indefinitely on our internal secure network (firewall protected) purely for the purpose of processing payroll and other legitimate employer correspondence. The information is shared only with HMRC, our bank, pension provider, and our accountancy practice and systems.

We retain employee data, both current and past, in accordance with regulation set by HMRC. We delete past employee details upon request and approval by HMRC.

SUPPLIERS

We retain supplier details on our internal secure network, accountancy practice, bank, email (Gmail) and project management system (Trello). Details are purged annually unless an ongoing business transaction is required.

Members of the public not covered by groups 1-4

We do not retain details relating to members of the public whatsoever. Any details captured via our social media channel messaging platforms are deleted once received.