

Aubergine 262 Ltd – Privacy Statement

General Data Protection Regulation

On the 25th of May 2018 the European data protection legislation that replaces the existing 1995 EU Data Protection Directive will come into force. This legislation is known as General Data Protection Regulation (GDPR).

GDPR strengthens the rights that individuals have regarding personal data relating to them and seeks to unify data protection laws across Europe, regardless of where that data is processed.

For the purpose of the GDPR regulation Aubergine 262 Ltd will act as a data processor for data that has been provided, uploaded or transferred to our servers in the provision of website hosting and that are maintained by our data centre (Nimbus Hosting Ltd). Any client responsible (i.e. themselves or their customers) for uploading this data will be classed as the data controller.

Type of Data

GDPR legislation applies to any data that can identify a living person including but not limited to email address, postal address and phone number. It is known as personally identifiable information (PII).

Data Physical Locations

Website data that is hosted by us (Aubergine 262 Ltd) and our data centre providers (Nimbus Hosting Ltd) is stored solely in the UK.

Data Processing Agreements

Our data processing commitments are set within the [Privacy Policy](#). These have been updated from feedback with clients and guidance from regulators. More recently it has been updated to include GDPR legislation.

Deleting Data

Any data you delete from our servers hosted at our data centre operated by Nimbus Hosting will be deleted immediately or should you have backups then within 30 days. On cancellation of services, data will be destroyed within a maximum period of 180 days. Any client data may be retained for up to 6 years to satisfactory legal obligations.

Data Breach

Under GDPR it is the responsibility of the data controller (you) to report a data breach to the Information Commission although Aubergine 262 Ltd, as the data processor, will assist in the breach notification process.

Website Hosting Data Collection Points

We capture and use data about you and your organisation with the following systems and services in order to provide you with legitimate services.

Data collection points	Description	Explanation & remedy
Mailgun	Third party email/contact form relay service (US servers).	All data that goes through the service is deleted every 30 days
Website hosting	All servers for live websites and back up services with Nimbus Hosting Ltd (Data Centre)	Confirmed as data processors.
Online backup	All website data is backed up on physical disc and overwritten every week	Confirmed as data processors.
Google	Adwords & Analytics - you may provide us with access to your account to provide management services	Confirmed as data processors.

Other Data Collection Points

We capture and use data about you and your organisation with the following systems and services in order to provide you with legitimate services.

Data collection points	Description	Explanation & remedy
Xero	Online accounting system	All client data is captured and stored here for legitimate business use and accounting compliance
Google	All company email services	Data retention policy - we archive all emails 2 years old.
HSBC	Our business bankers. They will store your banking details in accordance with banking regulation so that we can process payments.	Legitimate business use and accounting compliance
Laptop	Laptops that leave the building with email & contact details	Installed 'Prey' so that device can be erased remotely
Phones	Company phones with email & contact details	Installed 'Prey' so that device can be erased remotely
USB sticks	All USB sticks are password protected to prevent unauthorised access.	Adherence to best practice security procedures
Trello	Web-based Project management	Client and project data stored on an encrypted server and archived on completion of the project. PII removed before archiving.

What happens to your details when you contact us

When you contact us by email or phone, we will retain your details for the sole purpose of correspondence relating to that enquiry only. If you become a client, your details will be stored securely on our internal servers, our accounting package (Xero), our project manager tool (Trello) and our emails (Managed by Google). Unless you indicate your wish to receive further marketing messages from us, we will not use your details for any purpose other than to process your work.

Login information

We retain an admin login to your website in order to perform updates and security patches every 90 days. We do not use any data stored for any purpose. If you do not wish us to have an admin login please notify us prior to engaging or renewing your hosting service with us. If you choose to have our admin access revoked, we will contact you every 90 days for you to provide us with new access credentials for perform the updates and those credentials will be rescinded on completion of that work.

Glossary of terms

Data Subject - A living person or individual

Data Controller - The organisation that collects and determines how the information will be processed (you).

Data Processor - An organisation that receives information from the data controller, i.e. Aubergine 262 Ltd & Nimbus Hosting Ltd.

Personally Identifiable Information (PII) - Information that can identify a living individual

Supervisory Authority - The authority responsible for enforcing the regulation within a specific territory.

In the UK it will be the Information Commission's Office (ICO).

Individual Rights - The rights that empower the individual.

Data Breach - Intentional or accidental loss / damage to information.

Client – is a direct customer of Aubergine 262 Ltd.

Customer – is a user of our client's website