

## GDPR PRIVACY POLICY STATEMENT FOR RICHARDSONS YACHT SERVICES LIMITED

Richardsons Yacht Services Limited hold details for all of their customers, i.e. name, address, telephone number and email address, these details are held to enable us to process essential tasks such as invoices and statements, etc.

All of the information held is stored electronically in a secure location on the company server, access is only possible to designated personnel and at the complete discretion of the Directors. Invoice files are stored within the office to enable us to process payments. Access to these is only by designated personnel and at the complete discretion of the Directors too.

Customer information is stored electronically on our server which is firewalled and protected. Contracts in place with Wight Wireless and Wight Computers.

The data we hold for our customers is as follows –  
Name, address, telephone number and email address (if any).

We have requested to be able to share information with Island Harbour Marina to operate a 'seamless a service as possible and to prevent duplicate requests for the same information'. This will only be actioned once written consent is received from the customer.

All of the customer information currently on our system has been entered with prior customer consent.

We currently use Mailchimp for our marketing purposes, which offers a secure service and is GDPR compliant. (*We have sent out letters to all our customers to obtain updated consent, a copy of which is held on our server.*)

All customers are given the right to request access to information held on them should they so wish and they have the right to be forgotten. Data can be deleted from the original account set-up and only 'boat names' will be used to identify information we may need to access from time to time to enable us to run our business smoothly.

We currently operate 1 card machine (provided by World Pay) in our chandlery, which is also used by designated office staff to process card payment for customer invoices. Payments are taken either face-to-face or over the telephone with the customers' details.

All card payment receipts are either placed into locked tills until the end of day report is run, they are then put into the office safe overnight.

Card receipts are processed into our Sage Accounts by designated office staff and then stored into secure files prior to shredding. Shredding takes place once the payment has been received from World Pay and a reconciliation has been completed. We only store the amount on the card and the reference number for reconciliation purposes. NO other card data is stored electronically.

The following procedures are also followed as per our PCI Compliancy Policy –

1. IF ANY PERSONS COME INTO THE PREMISES TO 'REPAIR' OR 'REPLACE' CARD MACHINE VERIFICATION MUST BE SOUGHT FROM SENIOR MANAGEMENT BEFORE ALLOWING ANYONE ACCESS.
2. ALL SUSPICIOUS BEHAVIOUR MUST BE REPORTED TO THE CORRECT PERSONNEL.
3. IN THE EVENT THAT CARDHOLDER DATA HAS BEEN COMPROMISED – REPORT IMMEDIATELY TO A SENIOR MEMBER OF STAFF, WHO WILL TAKE STEPS TO ENSURE IT IS REPORTED CORRECTLY.
4. ALL STAFF MUST UNDERTAKE ON-LINE SECURITY QUESTIONAIRE PRIOR TO PROCESSING ANY CARD PAYMENTS.
5. VERIFICATION THAT THE SECURITY AWARENESS PROGRAM HAS BEEN UNDERSTOOD AND ACKNOWLEDGED IS REQUIRED

### **Computers –**

Only Directors and approved staff have access to the computer system. We are currently protected with Avast Business CloudCare antivirus software. Our computer support is covered by Wight Computers. We have 1 laptop on the premises which is currently used as a desktop computer. The only time it may leave the office is when we run diagnostics on RNLI craft outside our workshop. The laptop is security protected with passwords and is encrypted.

All of our software is loaded on our main server with access via network sharing. Sage Accounts is only assessable to Directors and nominated staff members and is security password protected. Sage Payroll is only assessable by either a Director, office manager or payroll clerk and they have signed a Privacy Policy Statement.

All passwords are changed on a regular basis.

All computers run on either Windows 7 or newer.

All back-ups taken regularly and they are encrypted.

### **Wi-Fi -**

We have 2 Wi-Fi passwords. Directors and nominated staff members have access to all areas to enable us to run our business smoothly.

Staff are given access via separate password to limited Wi-Fi

### **Website –**

Our website is hosted by Isle of Wight Computer Geek and does not have access to or hold any sensitive information, therefore does not require a SSL Certificate

### **Mobile telephones -**

We currently operate 3 x mobiles telephones –

2 x Directors

1 x Senior Engineer

All 3 telephones are security pin coded and used only by that member of staff. In the event of them being lost or stolen they can be wiped remotely using the provider software.

## **Employees –**

All staff are in receipt of our Company Handbook which states our Communications & Information – inc confidential information, security of company documents, etc (chapter 2)

Nominated staff must classify data into various categories to help identify what needs to be protected and what is available for public disclosure.

We will make sure all staff follow our storage, retention, and destruction policies to ensure that sensitive data is not compromised.

We will make sure all staff follow our policies to ensure that sensitive information is not compromised during transmission.

We have sought written permission from all employees regarding information held for payroll purposes. The only third party involvement is Her Majesty's Revenue and Customs (HMRC) and NOW Pensions. All files sent to HMRC are encrypted and a copy is printed with every payroll. Files sent to NOW Pensions are sent via a secure portal and in the form of a CSV file.

ALL PAPER INFORMATION THAT HAS BEEN STORED FOR LEGAL REASONS (ie HMRC, etc) IS CROSS SHREDDED AFTER THE CUT OFF POINT.

All data breaches MUST be reported to the ICO within 7 DAYS.

Dated 08/03/2018