



## General Data Protection Regulation (GDPR) client Information Sheet

### What is the GDPR?

The General Data Protection Regulation is a new, European-wide law that replaces the Data Protection Act 1998 in the UK. It places greater obligations on how organisations handle personal data. It comes into effect on 25 May 2018.

### What do we store?

At The VA Team Ltd, we primarily store business contact information for our clients, prospective clients and their employees, such as an office address, business e-mail and contact numbers. There are some situations where we will store personal contact information, which has been provided by our clients. We act as a controller for the above information.

### What is personal information used for?

Personal information is used for the purposes of virtual services delivery. We may also e-mail contacts newsletters or be regarding services. These will always be relevant and always include an easy way to opt-out of future communication. Should a contact opt-out of communication, this will be flagged on our system which will then prevent any subsequent marketing e-mails being sent. However, it will still allow e-mails regarding service delivery

### Is The VA Team Registered with the ICO?

Yes, The Va Team is registered with the ICO and we can be found under the following details:

Organisation name: The VA Team Ltd

Registration reference: ZA207438

### How long do you retain the voice call recording/messages for?

Our company's data retention policy is within our [privacy policy](#), but we are complying with The General Data Protection Regulation (GDPR) regulations and the prevention, detection of crime or to protect national security. The VA Team Ltd does not relay or distribute the information on the recording to any third party. The VA Team Ltd enforces a voice recordings/messages/dictations data retention policy for all recordings/messages/dictations for a period of 1-month, thereafter all call recordings/messages/dictations are automatically deleted in accordance to our data retention policy.

### Are all members of The VA Team Ltd certified on GDPR.?

Yes, all our processors and sub-processors are within the UK(EU).

### Access to information stored by clients?

Because we have administrative access to some of our clients' systems, we are also a processor for our clients. We take various steps to ensure the personal information on our clients' systems is also kept secure.

- All employees of The VA Team Ltd undergo identity and reference checks at the start of their employment.
- Access to client administrator passwords is restricted to those who need to know.
- All employee contracts include a non-disclosure agreement regarding client sensitive and personal information.
- Technical information is not passed to third-parties without authorisation by an authorised client contact.



- Access to our systems and remote access tools is removed immediately when a member of staff leaves The VA Team Ltd. Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures. Our Site is also in compliance with PCI vulnerability standards in order to create as secure of an environment as possible for Users.

Personal and technical information is stored a cloud server-based client information database. We have received confirmation from all third-parties who hold this information on our behalf that either they are already compliant, or they will be compliant by the deadline. We will, of course, ensure that all third-parties are fully compliant by 25 May 2018.

Our systems are protected by multiple layers of security.

- Next-generation firewalls are deployed in our office.
- Email is scanned for malware by Google online before it is delivered.
- Anti-malware software is installed on all devices and servers.
- Backups are encrypted during transit to our secure data centre facility.
- Our systems are proactively monitored for potential issues and threats.

From a management perspective, we ensure our environment remains secure. We have a patch/update schedule for all hardware and software. We allocate time for our Network Manager to maintain our environment, with reporting to our Directors.

- Only a small number of key individuals have named administrative accounts which are only used for administrative tasks.
- We have a Data Protection Policy within our employee handbook, which forms part of staff employment contracts.
- All employees receive Data Protection training as part of their induction and all employees are required to complete annual online Data Protection training.
- We audit our own environment on an annual basis, including continuous external monitoring for vulnerabilities.
- When employees leave The VA Team Ltd, their account is disabled immediately, and we have a leavers process to ensure equipment and data is returned to The VA Team Ltd.

### **What is The VA Team Ltd process if there is a breach of data?**

The VA Team Ltd will act under the GDPR regulation for any company acting as a data processors. We have with GDPR introduced a formal data protection impact assessment (“**DPIA**”), a data breach record and a data break checklist to comply with your GDPR obligations (Article 33(5)) which will be used for any and all data breaches.

### **Finding out what we store about an individual or asking for information to be removed?**

At any time, an individual may ask to see what information we store about them (a Data Subject Access Request) and/or may ask for their personal information to be removed from our systems (Right to be Forgotten). All information regarding this can be found in our Data Subject Access Request Policy. To ensure fair processing, personal data will not be retained by The VA Team Ltd for longer than necessary in relation to the purposes for which it was originally collected, or for which it was further processed. The length of time for which The VA Team services/entities need to retain personal data is set out in our Data Retention Policy. This



takes into account the legal and contractual requirements. All personal data will be deleted as soon as possible where it has been confirmed that there is no longer a need to retain it.

### **Who is data shared with and why?**

Personal information will only be shared with third-parties for the purposes of service delivery. Sensitive information, such as system passwords, will only be shared with third-parties with the express consent of a client's primary contact. Personal information is not shared with any third-parties for marketing purposes.

### **Our Policies and Procedures**

A full copy of our policies can be requested from Data Protection Officer by email [gdpdrdp@thevateam.london](mailto:gdpdrdp@thevateam.london).  
Our Privacy Policy can be found online,  
Our Data Processing Agreement can be found online,  
Our Data Subject Access Request Policy and Procedure can be found online.