

GDPR STATEMENT

HOW WE HANDLE YOUR DATA

We have access to personal information, in the course of working on your computers, servers etc. We treat any data as being private and confidential to the owner and will not divulge or make use of the data in any way. Personal data is not shared or sold to any other organisation. Data relating to customers and suppliers that are no longer trading with Brunel, has been destroyed. This will be an ongoing process, reviewed as part of our end of year. Below are the key ways in which we have access to your organisation's personal data.

SERVICE DESK

We hold security details (names / passwords / addresses) in order to access some devices on customers networks. This allows us to work on issues quickly and with less disruption and downtime. We hold these details within our Autotask Service Desk package.

Autotask are a GDPR compliant company contracted to operate Brunel's Service Desk.

Logon details that you use to open your computer, access email accounts or personal data on the company network, need to be kept both private and individual. Where we hold the details they will be within the Autotask system in an encrypted database that requires a user password to access.

MANAGED BACKUP

We do not hold or process any readable data on behalf of our customers, but we do store encrypted customer data using our managed backup service. This service creates a backup of your data, in two backup stores, located away from your premises. The data that is backed up, is encrypted on your server at your premises, and is then sent to the backup stores. Your data is always encrypted while it is away from your premises. The data stores are within the UK and we have control of both premises where they are stored.

EQUIPMENT DISPOSAL

When a storage device reaches the end of life it must be disposed of with consideration to the data it contains. This could be a computer, server, PC, laptop, USB stick, hard drive, etc. etc. Most computers will contain some personal data, ranging from basic demographic information, to the company payroll etc. Units that are returned to us for disposal are physically destroyed so the data cannot be accessed.

CYBER ESSENTIALS

Brunel Computer Services Ltd. is fully certified in the Cyber Essentials scheme (Ref No 7081257).

By complying with the demands of Cyber Essentials, we are ensuring that the best industry practices are employed to achieve data security.



Norman Brown - Director