



# FROG IT Services Privacy Policy

At FROG IT Services, we're committed to protecting and respecting your privacy.

This Policy explains when and why we have access to your systems and data, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Any questions regarding this Policy and our privacy practices should be sent by email to [corey.speed@frog.co.uk](mailto:corey.speed@frog.co.uk)

## Who are we?

We're FROG IT Services, your outsourced IT provider. FROG IT Services Ltd is committed to the protection of its own and customers data and has built its reputation on its reliability, skill and discretion.

## How do we collect information from you?

We do NOT collect information from you. However, as we have administrative privileges in order to maintain your systems this would also give us access to any file on your IT system (that is not password protected).

## What type of information is collected from you?

None

## How is your information used?

It is not.

We use our administrator privileges to:

- Maintain your IT systems;
- To make changes to the IT systems that are requested by you;
- To perform a backup to your data.

We review our retention periods for access on a regular basis. We will hold our administrative login for your systems for as long as is necessary to allow us to do our work for you, or as long as you are a contracted client with us.



## Who has access to your information?

Any of our technical staff will have the ability to login to your IT systems using the administrative login and therefore could access any non-passworded file. We will not access your files or data unless specifically ordered to do so by an authorised client contact.

We will not share your information with third parties.

## Your choices

You have a choice about whether or not you wish us to hold the administrative login. If you do not wish us to hold the administrative login then we would be unable to perform our work for you.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent.

## Security precautions in place to protect the loss, misuse or alteration of your information

All of our employees have signed our GDPR employee policy which makes them aware of their role and duties in respect of GDPR whilst they are employed by FROG IT Services.

All administrative passwords are securely stored using a software based secure vault.

All remote logins to systems are monitored and audited. All staff access sessions are audited and we are able to report against this. We review these access logs monthly for any suspicious behaviour.

Our helpdesk portal is encrypted.

Where we perform backups for you we encrypt the backup.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Our helpdesk will have GDPR deletion before the May 2018 deadline.

Where an existing customer leaves us all the customer's data is removed two months after our contracted period has expired.

We recognise that FROG IT Services will have access to our customers systems with the administrator privileges. With this access comes responsibility to only use this privilege for the sole purpose of



supporting you, the customer. At no time should we attempt to access or gather customer information nor leave information likely to cause a breach GDPR on any server, user screen or other output device.

If you are content that we are doing all we can to protect your data then we would ask that you sign below to confirm that you are happy for FROG IT Services to hold the administrative login details, data that helps us to manage and maintain your IT systems and to access your IT systems for the sole purpose of effectively maintaining your IT systems.

Signed: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_