

trusted IT partners

t: 0115 77 88 409

e: [enquiries@octavian-it.com](mailto:enquiries@octavian-it.com)

w: octavian-it.com



---

## Octavian IT's GDPR Status

At Octavian IT, we respect the privacy of our clients who use our products and services, thus we believe that the EU's General Data Protection Regulation (GDPR) is an important milestone in the data privacy landscape.

We have been preparing to meet the GDPR requirements and will continue our efforts to remain in line with these requirements. We will continue to provide to our users a premium IT support and service. **GDPR came into force on May 25, 2018.**

## General questions on the GDPR

### What is GDPR?

The General Data Protection Regulation (GDPR), which comes into force on May 25, 2018, standardises data protection law across all 28 EU countries by setting new rules designed to give EU citizens more control over their personal data and clarify what companies that process personal data must do to safeguard people's rights.

### What is personal data under the GDPR?

The types of data considered personal under the existing legislation include name, address, and photos. GDPR extends the definition of personal data to any data which could be processed to uniquely identify an individual. IP address, MAC address and cookies are some examples.

### To whom does it apply?

GDPR applies to any organisation operating within the EU, as well as any organisation outside of the EU which offers goods or services to EU customers or businesses.

trusted IT partners

t: 0115 77 88 409

e: [enquiries@octavian-it.com](mailto:enquiries@octavian-it.com)

w: octavian-it.com



---

# What Octavian IT is doing about GDPR?

There is currently no accredited third-party certification for GDPR, so compliance cannot be wholly and definitively claimed by any organisation. However, we have prepared a brief summary of Octavian IT's responses to eight individual rights under the GDPR. Organisations using our services can use these guidelines to be assured that we have taken this regulation seriously and that we are continuously working to meet regulations.

To ensure the privacy and protection of the personal data, GDPR empowers you as an Octavian IT customer with 8 fundamental rights.

## **Right to be informed**

You have the right to know what personal data of yours do we process and what is the reason for such processing.

## **Right of access**

Upon your request we will provide an insight or copies of your own personal data we process.

## **Right to rectification**

If you believe your personal data is not up to date or accurate, you can always modify it within your Octavian IT Support Portal account. You can also contact us directly to edit or rectify your information.

## **Right to be forgotten**

You have the right to be forgotten and ask us to erase your personal data once you stop using our services and products. We will remove your personal data from our databases where such removal is possible from the legal and technical perspective.

## **Right to restriction of processing**

You have the right to withdraw any consent you gave us to process your personal data. Upon such request, we will restrict our processing of your personal data to the extent that would still ensure you the continuous use of Octavian IT products and services.

trusted IT partners

t: 0115 77 88 409

e: [enquiries@octavian-it.com](mailto:enquiries@octavian-it.com)

w: octavian-it.com



---

### **Right to data portability**

Upon reasonable request we will export your data so that it can be transferred to any third party.

### **Right to object**

You have the right to demand that we stop processing your personal data for any reason. You can unsubscribe at any time to any specific use of your information (newsletter, automatic emails, etc.).

### **Rights in relation to automated decision-making and profiling**

Your personal data we collect and store is not being profiled for any marketing or other activity not related to the legitimate purpose of enabling you access to Octavian IT products and services.

## Key services we provide and how they meet GDPR requirements

Here is some basic information about how we ensure our internal software and services meet requirements of GDPR and cyber security.

### **Octavian IT's PSA System and Support Portal**

Our PSA (Professional Services Automation) system is the system from which we run the core of our services and hold CRM information. This system is protected by strong password policies and security policies. The data is encrypted when stored in this system and access is only possible by encrypted connections and designated internal personnel.

Via our PSA Support Portal that you may have access to, you are able to communicate with us using the secure messaging feature. Allowing us to communicate safely regarding more sensitive matters and data.

Access to system data is further protected by role based access rights, meaning that different areas of the system are locked-down to only allow access to members of the Octavian IT team that require access to that particular area. Access rights are reviewed at regular intervals to ensure only necessary access is provided.

trusted IT partners

t: 0115 77 88 409

e: [enquiries@octavian-it.com](mailto:enquiries@octavian-it.com)

w: octavian-it.com



---

### **Remote Access Software**

Our remote access and remote support software (that we use to remotely control your computers during support requests) is protected by two factor authentication and connections are strongly encrypted. You (our clients) are always able to take control back from us or end our support sessions at any time during a remote-control support session.

### **Remote Monitoring and Management Software (RMM)**

Our RMM software that allows us to remotely monitor and manage devices (such as desktops, laptops and servers) uses encrypted connections. Access to this system is protected by multiple security methods such as two factor authentication.

### **Cloud Storage**

At times we need to store information about clients in our cloud storage location in line with and to best support our provision of services to you and /or your business. The data held in our cloud storage locations is encrypted and protected by strong password and access location policies.

### **Endpoints (laptops and desktops)**

Our endpoints are strongly protected in a number of ways. They all utilise at least two endpoint security software solutions to protect against malware and malicious access plus very advanced and new technical threats. They also employ full disk encryption, making the hard drive useless should it fall into the wrong hands. We are able to remote locate and control these endpoints too.

### **Email**

Our email is secured by an advanced email security filter that uses multiple methods to scan every email we receive ensuring does not contain malicious code or content.

### **Backups and Disaster Recovery**

Each one of our systems has a backup and DR plan in place to ensure that our data can be recovered should a major incident occur.

### **Internal reporting procedures and processes**

We have internal policies and procedures in place to notify the designated internal officers should any data incident occur.

We have internal procedures for necessary GDPR actions and requests such as the right to be forgotten and the right to be informed.

trusted IT partners

t: 0115 77 88 409

e: [enquiries@octavian-it.com](mailto:enquiries@octavian-it.com)

w: octavian-it.com



**The future – a continuous effort!**

We constantly work with our suppliers and service providers to ensure our systems are evolving to be as secure and resilient as possible and we will continue to implement new features and procedures plus gain new accreditations to ensure and prove this is the case.

Cyber security and data protection is a continuous process and one that is never 100% complete with no system absolute in its security.

The Octavian IT Team.