

# GDPR & ePrivacy



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## Keeping personal data private and safe whilst allowing instant subject access requests.

### Key Questions:

- How do I know that the personal data that we has been entrusted with is safe and not being shared or leaked?
- Where is this data being held?
- Who has access to the data?
- What reassurance do we have that a data processor we use is acting within the letter and spirit of EU law?
- Does our Privacy Policy make it blatantly clear that we are taking full responsibility as the data controller?

### How we keep personal data protected.

- We store all of the data in the Docklands in London in a secure hosting company.
- We do not share this data with anyone, including contractors or third parties for analytics.
- We are a data processor in relation to our clients lists and therefore we will only do what we are asked by them as they are the data controller.
- Our servers are dedicated to running the service by only running software for that purpose and thus avoiding unrequested access.
- The contacts on the lists can see, edit or delete the data held on them by Smartmessages using their own login.
- This SAR shows all the data of the individual including all companies, how and when they got onto a list, the emails they have been sent and finer details.
- We are a small company and thus know exactly who has access to our systems eliminating the normal hacking or security breaches which are due to social engineering.
- We have our DIPA document for our customers.

**We have no cookies, we don't track anywhere across the web site, we respect Do Not Track requests by anonymising the data.**

**We like to keep data access requests - really simply, contacts can login, see the data held on them, edit it, download it, delete it. We have total control of your data so that never get shamed or fined for not taking people's data seriously.**