



The Old Stables, A229 Cranbrook Road, Hawkhurst, Kent, TN18 4AG

General Data Protection Regulation (GDPR)

Company Name: CIT Group Management

Trading As: Wealden Technology LTD

Persons Responsible for GDPR: Toby Stripp

What data we request and why we request it:

We request personal data relating to the owner of any device we take in for repair at our store. This consists of:

- Name – Taken to allow us to identify your device in the event of lost job number.
- Address – Taken so we can contact you via letter if needed, as well as confirm device ownership in the event of a lost ticket receipt.
- Phone Number and/or E-mail – Taken as a primary method of contact in relation to your job.
- Passwords – We generally require passwords to gain access to a machine in order to rectify software issues or to test a device that has had hardware repair.
- Signature – We are required by GDPR to obtain a signature accepting our terms and conditions relating to how we handle your data

This data is solely used for the purpose of contacting the owner in relation to the repair and to send a follow up 2 weeks after collection to check everything is ok.

Other data:

CCTV consisting of Audio and Video recording operates within our stores, in the interest of crime prevention and public safety. These files are stored on an encrypted and password protected system only accessible to the necessary personal.

Where we keep your data:

All data obtained upon booking in a job is kept in two places (3RD Parties). The first of those is with our ticketing system supplier RepairTech Solutions (Trading as RepairShopr) the software is an online system managed by RepairTech solutions and hosted via AWS (Amazon web services) Servers. All data is securely stored on AWS Servers and is only accessible to our staff via a 2 step login process consisting of company login followed by their unique usernames and passwords. RepairTech solutions have no access to any data we store.

This data is also synchronised to our online accounts package QBO (Quickbooks online). This is protected in the same way as RepairShopr via unique username and password as well as 2 factor authentication.

Where we keep your data (Continued)

Owing to the nature of our industry we sometimes need to back-up and/or access a client's data in order to proceed with the repair/service of a device. Any data we back up is stored internally on an encrypted and individual username and password protected Synology NAS Station. This data is locked and encrypted further in the event of any power out state (for example if the storage station was stolen). The encryption method used is AES-256bit, this can only be unlocked again using the unique encryption key that is held on USB by management (This key is stored in an MD5 hash format and is therefore not readable).

How long we retain your data:

Personal information:

6 Years from date of last invoice. This is to comply with HMRC financial regulations.

CCTV:

CCTV recordings are held for a maximum of 90 days after which time they are automatically deleted to make room for the system to continue recording. In some cases footage may be deleted sooner if the system requires space more quickly.

Data backups from device:

Device backups are held for 28 days from collection of a job. This is to allow you time to check your documents and data have migrated over ok as we are unable to retrieve these once they are deleted. The data remains held for the duration of the 28 days in the same way as outlined above.

When we will share data with 3rd parties without gaining specific prior consent.

In the interest of crime prevention and public safety we will where necessary and in extreme circumstances pass device data and customer information to authorities such as the police. We will never share any data with a 3rd party for the purpose of marketing.

Your Rights

GDPR outlines that you have 2 main rights when it comes to your data. The right to request what data we hold as well as the right to be forgotten.

To request what data we hold you can do this by logging in to your customer portal and click on privacy settings where you will find options to see what data we hold as well as request we delete this data. Alternately you can call us on 01580 388 591 or send us a message on the contact us page of our website. We may need to ask you a few questions to determine your identity.



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Your rights (Continued)

When exercising your right to be forgotten we will delete all data that we reasonably can. There are some details we are unable to delete for 6 years from last invoice due to HMRC accounting purposes. For more information on your right please see link below.

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>