

## Openbrolly GDPR statement - 31 October, 2020

After four years of preparation and debate the GDPR (EU General Data Protection Regulation ) was finally approved by the EU Parliament on 14 April 2016. The enforcement date is 25 May 2018 – at which time those organisations in non-compliance may face heavy fines.

GDPR replaced the Data Protection Directive 95/46/EC and was designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens data privacy and to reshape the way organisations across the region approach data privacy. This change affects all our clients. UK law, post Brexit, acknowledges and is intended to incorporate the EU GDPR regulations as complying with its own data protection requirements for both business and personal data.

Responsibility for complying with the Directive rests with the data controller. As **you** are the **data controller** in respect of any personal data you store on **EventsMakr**, it is your responsibility to ensure compliance with the data protection law of your home country. Organisations outside the EU must comply if they store personal information of any European citizens. **EventsMakr** is supplied by **Openbrolly** (Strategic Integration Limited).

## How does EventsMakr ensure secure storage of the data I hold?

Data that is transferred between your browser and our servers is encrypted using SSL. We use strong encryption and will drop support for old browsers that do not comply with strong encryption standards.

**EventsMakr** and your data is hosted on Amazon Web Services (AWS), a global leader in Infrastructure as a Service (IaaS), within the EU. Physical access to the data centres is strictly controlled both at the perimeter and at building ingress points by professional security staff, video surveillance, intrusion detection systems, and other electronic means. Access to their data centre floors requires two-factor authentication a minimum of two times.

Amazon maintains multiple certifications for its data centres, including ISO 27001 compliance, PCI Certification, and SOC reports. There is more information at <https://aws.amazon.com/security>

We continually update **EventsMakr** and all clients automatically have access to the latest version of the software.

Our servers are monitored for unusual activity and availability.

## Who can access my data?

Our **EventsMakr** clients can control who accesses the information in their **EventsMakr** database, and users can have access filtered to limit access to specific records.

The **EventsMakr** support team can advise on your current user list.

Your organisational administrator can also access this list. You should advise the **EventsMakr** support team if a member of staff leaves or no longer requires access to **EventsMakr**. Backoffice access is geographically limited.

**Openbrolly** staff and suppliers do not have access to **EventsMakr** backoffice passwords or the ability to login to your account. We can access your environment as an administrative user if we need to resolve a specific issue or implement a feature, as requested by you.

In order to provide the service, we do have authorised operations staff with access to the underlying infrastructure and therefore the underlying data in raw form. However, we never access specific client data unless we are working with the client to investigate a problem. Such access is strictly limited through authentication and restriction to specific premises.

## Will my data be shared with third parties?

We will never disclose personal information to anyone else except where we have to do so in accordance with our Privacy Policy, for example if legally compelled to do so.

## **How can I get a copy of the data I store in my EventsMakr environment and will it be in a format I can use?**

You may wish to audit your information locally. We can provide your data securely in alternative formats if required – such as CSV.

## **How is my data protected from accidental destruction?**

We make multiple “snapshots” of your data each day. We also replicate data in real time to another location.

In the event that one of your users accidentally deletes a record it can be restored by our support team for up to 30 days.

## **Can I get access to my data where and when I want it?**

We aim to make **EventsMakr** available 24/7. Logins may be limited to a specific geographic region, so please contact us if you will need to access **EventsMakr** from another country.

In what countries does **Openbrolly** process your data and what safeguards are in place at these locations?

Your data will only be transferred to a country that the European Commission has determined provides an adequate level of protection, or to service providers who have an agreement with us committing to the Model Contract Clauses defined by the European Commission, or certified under the Privacy Shield. Our servers and your data are hosted securely in Amazon’s EU data centres.

## **Will Openbrolly only process data in accordance with my instructions?**

Yes. If you have specific requirements, please contact us to discuss.