



GDPR Statement

<p>The personal data held by us</p>	<p>Depending on the services you use, the data we hold are:</p> <ol style="list-style-type: none">1. Names, addresses, and telephone numbers2. Emails and email addresses3. IP addresses4. Customer account information5. Customer billing and payment processing information6. Software licensing information7. Software configuration information including authentication details8. Company data from Companies House9. Telecoms call detail records and customer billing information
<p>Where your personal data is stored</p>	<p>Depending on the services you use, your data is stored:</p> <ol style="list-style-type: none">1. On customers' IT systems or customers' cloud storage facilities ⁱ2. Redware Research Limited cloud storage facilities ⁱⁱ3. Redware Research Limited local storage facilities (temporary)4. For emailing at Mailchimp ⁱⁱⁱ5. For customer relationship management, at Microsoft ^{iv}6. For credit card processing at Stripe ^v7. For direct debit processing at Go Cardless ^{vi}
<p>The use we make of your personal data</p>	<p>The uses we make of this data are:</p> <ol style="list-style-type: none">1. To provide customers with access to the data they create2. To enable us to carry out maintenance on customers' IT systems3. To provide backup for customers' data4. To enable us to bill our customers5. To enable us to enforce our software licensing
<p>Uses we <u>do not</u> make of your personal data</p>	<p>Uses we <u>do not</u> make of your personal data are:</p> <ol style="list-style-type: none">1. We do not share your personal data2. We do not collect personal data about our customers from sources other than the customer and Companies House3. We do not aggregate your personal data4. We do not transfer your personal data outside the EEA
<p>Our legal basis for processing your personal</p>	<p>All data processing carried out by ourselves is carried out on the basis of the consent provided by customers in accordance with our contracts with our customers and instructions provided to us</p>

data	by our customers.
How we protect your personal data	We use technical and administrative security measures to reduce the risks of loss, misuse, unauthorised access, disclosure and alteration. Some of the safeguards we use are; firewalls and data encryption and information access authorisation controls including password protection and dual authorisation access.
Accessing, correcting and deleting your personal data	Personal data processed by us is accessible to our customers on the basis of their ordinary access to their IT. Any request to access, correct or delete our customers personal data can be addressed to our data controller.
How long do we hold your personal data	We retain your personal data for so long as is necessary to enable us to perform our duties under our contracts with our customers and the instructions provided by them. Subsequently we retain email information for marketing purposes only.
Our data controller	Our data controller is Stamati Crook

Email: stamati.crook@redware.com

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- ⁱ Typically, local SQL Server or Microsoft Azure SQL Server storage
 - ⁱⁱ Heart Internet Ltd, 2 Castle Quay, Castle Boulevard, Nottingham, NG7 1FW
 - ⁱⁱⁱ The Rocket Science Group, LLC, 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308 USA
 - ^{iv} Microsoft Limited, Microsoft Campus, Thames Valley Park, Reading, Berkshire, RG6 1WG
 - ^v Stripe Payments UK Limited, 9th Floor, 107 Cheapside, EC2V 6DN
 - ^{vi} GoCardless Ltd., Sutton Yard, 65 Goswell Road, London, EC1V 7EN, United Kingdom