

General Data Protection Legislation (GDPR) and Chycor Ltd

Since 1996 it has been a policy of Chycor Ltd to collect only the personal data from our customers that is necessary to provide our advertising services and from 2003 to provide our 24:7Booking software. The data we request is for the purpose of raising invoices and those contact details necessary to advertise your business on our websites. Apart from public contact details on your advertisements and/or 24:7Booking account, Chycor Ltd never shares this data with third parties; nor do we use it to send unsolicited or marketing emails.

In readiness for the General Data Protection Regulation (GDPR) which comes into effect on 25 May 2018, Chycor has conducted a thorough review of its data collection and retention policies and prepared guidance to help our customers with their own GDPR preparation. As part of this process we have undertaken a comprehensive 'Information Audit' to assess what personal information we hold and to identify if there are any risk factors regarding its processing and retention.

SUMMARY OF DATA HELD, SYSTEMS AND PROCEDURES

Data computer storage:

The 24:7Booking software and data is kept on dedicated servers in a secure data centre and is protected by industry standard hardware and software systems. Each client's 24:7Booking account has its own password protected database. Our advertising websites (chycor.co.uk, stives.co.uk etc) are kept on a separate dedicated server. Accounts data is kept on our office computers on a secure network.

Personal data held:

The personal data recorded digitally for client invoicing and advertising purposes is name, address, email, contact telephone and mobile numbers. Additional business data recorded for 24:7Booking clients are bank account details and/or a payment gateway option as selected by the client. The client's 24:7Booking account stores guest booking details (names, address, contact numbers as provided by the client's guests when booking) and it is the client's responsibility to manage their guests' personal data in accordance with GDPR.

Special categories of personal data:

No special categories of personal data are held (for example membership of organisations, ethnicity,

political opinions etc) and we would never require these for any aspect of our business.

Data access:

Accounts and back office data can only be accessed by authorised personnel working for Chycor Ltd. Advertisement and 24:7Booking public contact details provided by a client are available on the web as long as the client is subscribing to our services.

Third parties processing data:

Chycor Ltd does not provide personal data to third parties. 24:7Booking only passes a booking reference number and a booking amount through to the payment gateway chosen by the client to process their guest payments. These payment gateways comply with the statutory and industry standards to process credit and debit card payments.

Physical security:

Our servers are located in secure data centres and our office is secured when we are closed.

Data secured from external access:

All our servers, company software and email are secured by separate encrypted passwords and we use a professional password protection system to store them. Our office computers and software are protected by separate passwords and by a secure network connection.

Length of time data is held:

Client data is held as long as necessary to provide our advertising and booking system services. At suspension of those services, public contact details will be removed and client details will be archived.

Chycor Ltd

16 May 2018