



General GDPR Information (version: 1:00 date: 14.05.2018)

What is GDPR?

The EU General Data Protection Regulation (GDPR) is designed to protect individual residents of the EU's identities and right to privacy. In essence this gives consumers the right to know, understand and more importantly consent to what personal data any companies collect about them.

These laws came into effect on Friday 25th May 2018.

GDPR legislates that any entity based inside or outside the EU that offers any services to individuals living within the EU or monitors them by collecting personal data **MUST** comply or face harsh financial penalties.

This means every business must be totally transparent regarding the collection of data which can personally identify an individual (known as "data subjects"). They must also disclose why they are collecting this personal data, how and where it is stored, how it is secured and for how long it is kept. "Data Subjects" have the right request this information and to make decisions about how their information is used.

Symmetris Broadband Ltd/ Redshelf Ltd have investigated all aspects of our business to ensure that we comply with the GDPR. Data process maps have been produced showing what happens to customer data in all our activities, with a view to updating our policies where needed. We have appointed a "Data Protection Team" within the company and we are classed as a Data Controller, for general day to day processing relating to our customers' personal data. We are also working towards ISO accreditation for information security management systems which covers many aspects of GDPR.

However we are also regarded as a "Data Processor" when we provide services to our customers and/or resellers which enable them to process personal data relating to their own customers, examples of this would be (but not limited to) providing website hosting or server services to our customers. This means that under these circumstances our customers and/or resellers would be classed as the "Data Controller" for which they must take full GDPR compliance responsibility for their own customers' personal data.

GDPR has "Controllers" and "Processors"

- **A Controller determines the purposes and means of processing personal data**
- **A Processor is responsible for processing personal data on behalf of a controller**

Source: www.ico.org.uk

Customer Data Stored by Symmetris Broadband Ltd

In a nutshell:

We process your contact data to provide your chosen services with us and may need to share it with our providers to fulfil this contract. We don't share your data with any third parties for purposes outside of your contract, although we are obliged to share any data we have with the authorities if the law forces us to.

Your responsibility:

It is your responsibility as the customer to ensure that your data held with us is accurate and current with appropriate contact details. This is to enable us to provide you with the products and services you have from us.



The technicalities:

Your personal data is stored at Symmetris Broadband Ltd registered company address only on devices in a secure server room with access controls and limitations in place. All personal data is secured by multiple methods and is encrypted at rest. Your contact details will be processed and will not be shared with any other third parties, unless the provision of the service under the contract you have agreed to necessitates it. We may also share your data with legal entities if the law dictates it.

Opt Out:

We may contact you relating to the support, status and billing of any services you have with us, this makes up part of our contract with you. If you do not wish us to do so then please let us know and we will cancel the service.

If you have WISP with us

In a nutshell:

We process your contact data to provide your chosen Wisp service with us and do not share it with anyone else. We also are required by law to store very basic details of sites you have visited for a period of six months. We do not store any other data relating to your browsing history.

The technicalities:

As we are the sole provider of this service, your contact details will be processed by us and will not be shared with any other third parties. Your data will be used to provide you with the Wisp service according to the contract in place. As an ISP we store IP addresses that you have visited with dates and times for a period of six months. We do not log any further information like keystrokes, searches, emails or any other data relating to your browsing history. We are forced to do so to comply with current legislation and may hand over this data to the authorities if legally required. The encrypted data stored on our servers is secured by multiple methods and is accessible only from within Symmetris Broadband Ltd registered office. The key to decryption is only available to Symmetris Broadband Ltd senior staff.

Broadband, Domain Names and Phone Lines

Broadband supplied via ADSL, FTTC, Satellite or Mobile Data 3G/4G

In a nutshell:

We process your data to provide your chosen services with us and may need to share it with our providers to fulfil this contract.

The technicalities:

Your contact details will be processed by us as and we will share your contact details with our upstream supplier. This is to meet the terms of our contract with you and to enable us to provide your Internet Service. A data sharing agreement with the upstream supplier has been put in place.



Support Tickets

In a nutshell:

We process your contact data to provide you with support and may need to share it with our providers to fulfil this contract.

The technicalities:

If we are providing support on an Symmetris Broadband Ltd provided service, your contact details will be processed by us and will not be shared with any other third parties. If this service is provided by an upstream provider, your contact details will be processed by us and we will share your contact details with our upstream supplier. This is to meet the terms of our contract with you and to enable us to support your service. A data sharing agreement with any upstream supplier has been put in place.

Our details

This website is owned and operated by *Symmetris Broadband Ltd*

We are registered in England and Wales under registration number *08042654*, and our registered office is at *36 Hurricane Way, Norwich, NR6 6HU*.

Our principal place of business is at *36 Hurricane Way, Norwich, NR6 6HU*.

You can contact us:

- (a) by post, to the postal address given above;
- (b) using our website contact form;
- (c) by telephone, on the contact number published on our website contact page; or
- (d) by email, using the email address published on our website contact page.

Data protection Team

Our data protection team's contact details are: *Data Protection Team. Symmetris Broadband Ltd. 36 Hurricane Way, Norwich, NR6 6HU*.