



## Fuelsoft are committed to protecting and respecting your privacy and the information we host for you.

This policy explains how and when we collect personal information, and why we do so. We may change this policy from time to time and will do our best to notify our customers of changes.

By using our services and trusting Fuelsoft with your data, you're agreeing to be bound by this policy. We have developed this policy to be in line with the General Data Protection Regulation (GDPR).

### **Who are we?**

Fuelsoft are a cloud based IT service company based in the UK. We operate a small and efficient team and focus solely on providing the best service to our customers, whilst maintaining our security standards, following protocol and continuing to adhere to our ISO:27001 and ISO:9001 certifications. We own our own datacentre platform and have full control over network resources. This includes servers, remote access, security, email flow and backup.

We utilise an industry standard vendor for our business continuity, of which we remain fully in control and ensure your data is always the number one priority.

### **How do we collect information from you?**

We obtain your data from when you begin using our services. Our website does pass through the information you submit, but this is only used for initial contact and deleted immediately afterwards. As we provide an email filtering service, emails from multiple customers pass through our system, however the emails history is securely stored for only a temporary amount of time. No backups of these emails are ever made.

We hold the data for the customers of our customers as we are a datacenter. This data is collected on setup of the services and controlled under strict processes based on our security policy. For details on this please email [glyn@fuelsoft.co.uk](mailto:glyn@fuelsoft.co.uk).

### **What type of information is collected from you?**

We collect name, address, email and phone numbers from customers who have long standing contracts with Fuelsoft and from ad hoc customers who use our services for one off projects.

We only collect the data necessary and for what is needed to provide the service, respond to initial enquiries and contact the customer as required.

We do not interrogate the data belonging to our customers as this is not Fuelsoft's data. We provide the service and regulations pertaining this data is the customers responsibility.

### **How is your information used?**

We may use your personal information to:



- Contact you regarding our products or services
- Notify you of changes to our services, contracts or policies
- For general feedback and feature requests
- Respond to your enquiries
- For job interviews

We will always process the data in accordance with our security policy retention periods and only keep what is deemed necessary and for the time in question. We share network and computer information with suppliers, however we deem this to not be personally identifiable.

We never use the customers own data for any purpose except to provide the service the customer has requested.

#### **Who has access to your information?**

The personal data we hold is controlled using a strict “tier” level access. This means only the right staff have access to what is needed.

We will never share your data with any 3<sup>rd</sup> party as it is solely used for internal processing.

The customers data is locked down according to our security policy.

#### **How do you control the information we hold about you? / Accessing your information**

The personal data we hold is our customer’s information and we respect the right of the customer to decide how we process it and how long we keep it. If you wish to find out what data we hold please email [glyn@fuelsoft.co.uk](mailto:glyn@fuelsoft.co.uk) for more details.

We strive to keep data accurate with our customers help.

#### **Security**

We ensure our staff are fully aware of the importance of data security, privacy and the sensitive nature of providing such services the company does. We provide training and review meetings under our ISO:27001 and ISO:9001 processes and ensure they have the skills and tools to protect customers data.

Fuelsoft are registered under the UK General Data Protection Regulation and have a nominated data controller. Our datacentre is fully secure and governed under our security policy and we strive to maintain and further enhance the environment wherever possible. For more details on our security and quality polices, please request them from [glyn@fuelsoft.co.uk](mailto:glyn@fuelsoft.co.uk).

#### **Notification of Changes**

If we change the personal data we collect, this will be updated within our privacy policy and we will update our customers accordingly.