

## New Media Development GDPR statement – April 2018

New Media Development is a web hosting provider and software development consultancy. We provide hosting services to many clients in varied fields of industry.

New Media Development Ltd host all our virtual servers within the European Union.

### Our responsibilities as a "Data Controller"

We store data regarding our clients for contact and billing purposes using the "Legitimate Interest" clauses of the GDPR. This data is stored on non-public servers on site at our place of business. Backups are taken regularly and retained for no more than 7 days.

We retain data on our clients for a period that is required by law for our accounting purposes. If you are a client of New Media Development Ltd, you have the right to request to see the data we hold, the right to correction and the right to removal where it does not interfere with our legal obligations to hold your data for accounting purposes.

Please contact us to discuss your questions.

### Our responsibilities as a "Data Processor"

We host many websites for various clients. As such, we are classed as a "Data Processor" processing information on behalf of our clients. This includes content managed websites, e-commerce systems and recruitment focussed sites.

We securely store client data on encrypted drives with each clients' website database being individually password protected to ensure security.

### Backups

We take regular backups of our web servers' databases. These databases are securely transferred to our place of business and stored for no more than 7 days on a server that can only be accessed by New Media Development Ltd's employee's.

### Consent

We process your data on behalf of our clients under the "Legitimate Interest" clauses of the GDPR. This means we handle your data with the maximum levels of security and minimum level of access for our business. We only access your data if we need to perform critical maintenance that affects your data or if we are instructed to do so by our client who is the "Data Controller" for your data.

There are several services on the sites we provide to our clients that gather data from you which are:

#### *Newsletters*

Our newsletter subscription service gathers your name and e-mail address to provide this service to you on behalf of our clients. We use a "double checked" opt-in mechanism which ensures the validity of your e-mail address before any newsletters are sent to you. You can always remove yourself from the newsletter to which you've subscribed by clicking on the unsubscribe link provided in each newsletter. The removal process is immediate.

#### *E-commerce*

The e-commerce services we provide gather your name, postal address and invoice address when necessary which are stored in our clients' individual database. We store this data for as long as we are instructed to do so by the client that the database is for because they are the "Data Controller".

No financial or credit card information is stored with your order information using the services we provide.

Some of the e-commerce sites we manage gather the card data directly and pass it to a third party for processing. This data is transient, securely passed to the card processor and is never stored on our servers at any point in the sales process.

The payment processing service used is dependent on the clients' business and our clients currently use:

- SagePay
- PayPal
- WorldPay

#### *Job alerts*

Job alerts work in a similar way to our newsletter services. The sites providing this service gather your name, e-mail address and job alert preferences using a "double checked" opt-in mechanism to verify your e-mail address before sending any job alerts. The service provides an immediate method of unsubscribing and removing your information from the job alert service.

#### *Secure sockets*

At the time of writing, we use an A+ rated configuration for our secure connections between you and our servers where necessary. We continually review our server configurations ensuring that they remain as secure as possible at all times.

#### *Our web servers*

Our web servers limit administrative access to New Media Development Ltd's employees. They create and retain anonymous logs of every web request made to them for security and monitoring purposes. These logs are retained for twelve months before being destroyed.

#### *Cookies created by sites we host*

The sites we host create a handful of cookies which may come from third parties such as Google. We use cookies to provide real time statistics on the use of the sites we host to our clients and also allow us to identify your browser session from request to request. Cookies are required to provide services such as shopping baskets, account logins etc.

#### *Your rights*

You have the right to request to see what data is held about you by the "Data Controller". This means you must approach the owner of the organisation that controls your data so they can verify your identity before providing you with a copy of the data they hold.

You have the right to be forgotten. Any request to be forgotten must also be directed to the "Data Controller" for the purposes of verification and removal.

You have the right to correction. You can typically correct the information held by our clients in the user portal that is provided for any site that requires some of your personal data. If you are unsure as to how you can correct your data, please contact the "Data Controller".

Contacting New Media Development Ltd

You can contact us by post, phone, e-mail or web to discuss your GDPR queries regarding sites we host using the following details:

New Media Development Ltd

24 Outlands Drive

Hinckley

Leicester

LE10 0TW

Phone: +44(0)1455447501

E-mail: [support@newmediadevelopment.net](mailto:support@newmediadevelopment.net)

Web: <https://www.newmediadevelopment.net/contact.cfm>