

GDPR Privacy Notice

General Data Protection Regulation – GDPR - is designed to ensure that citizens of the EU are able to benefit from the responsible sharing of information with a confidence that their personal data is not used in an abusive manor and is used securely and responsibly.

As a company we are preparing number of documents to show adherence to GDPR including a Data Protection Policy (Document Number: 000306), Personal Data Retention Policy (Document Number: 000307) and a Data Processing Contract (Document Number: 000309). This Privacy Notice will serve as a summary to assure those interested that we are not only compliant but are taking extra steps to reassure those whose personal data we store and use.

Online50 Limited

Online50 have been providing secure access to a managed hosting environment since 2001. We provide users the ability to access standard Windows applications, securely, from any location. Most of our users will use the Online50 service to process their accounting functions with Sage 50 Accounts and Payroll and SAP Business One, but we also provide access to many other applications including Microsoft Office 365, CRM software and a host of other online tools.

Users of the Online50 Service

To access the Online50 service each individual user needs to have their own licensed user account. This helps us ensure that we prevent any unauthorised access to the systems and comply with all applicable licensing terms. In order to set up a company and a user account to access the Online50 service we need to gather certain details of information. Some of this information identifies individuals. We will need to have a user's name and contact details. As this is a business to business service, work details are adequate, although many users may choose to provide personal details such as a personal address and / or mobile telephone number.

It is necessary to hold this information in order to be able to provide you with the services you are contracting with us to use. We can confirm that we will only use this information in connection with the Online50 service and we will not share this information with any third party except where we need to do so to provide the services you have subscribed to or where required to by law.

Other information collected and help by Online50

As a company, Online50 will daily come into contact with many other people and companies for the purposes of employment, supply of goods and services, billing and invoicing services and sales and marketing enquiries. For these purposes we may collect further information in addition to that sited above. This will include:

Invoicing Details
Banking Details
Direct Debit Mandates
Continuous Authority Credit Card Details
Employment Details

Our same strict protection applies to all data regardless of how it is collected or used by Online50.

Storage of Client Data

The Operational Office of Online50, including the Online50 Support Desk, are located close to Canary Wharf, London. As our team use the same hosted environment as our Online50 users, they also have to ability to work from their homes when necessary. All infrastructure used to provide the Online50 service is wholly owned, managed and maintained by Online50 and is housed in two Data Centre facilities located in London.

At Online50 we do not use external data storage providers which means we can reassure our users that unlike many of the 'Cloud' providers we can guarantee that your data will not be transferred or stored outside of the UK by Online50. This means that as we are not using any US based service provider we will not be subject to the US Patriot Act or another other similar legal system.

Data Retention

We will store your personal information for as long as we are required to in order to provide you with the service you have contracted with us. Certain types of information will be stored for longer where we are legally required to do so, for example for tax records and accounting transactions. Data may be retained in system archives (Backups) for longer than that particular data is required by us, if the archive also contains other data that is required.

You have more control over your data

With the implementation of GDPR more control over your personal data is passed back into your hands. As such you will have the following rights:

- a) To request access to any of your personal data held by Online50
- b) To ask to have any inaccurate personal data changed;
- c) To restrict processing, in certain circumstances;
- d) To object to processing, in certain circumstances, including preventing the use of your data for direct marketing;
- e) To data portability, which means to receive your data, or some part of your data, in a format that can easily be used by another person or organisation;
- f) Not to be subject to automated decisions, in certain circumstances; and
- g) To have your personal data removed from Online50 systems when it is no longer necessary for us to hold it.

ISO 27001 : 2013

At Online50 we have never compromised on security and have always taken the protection of data stored on our systems very seriously. In 2009 we were one of the first implementers of the International Security Standard ISO 27001 – Information Security and have been audited and certified to this standard every year since then (Certificate Number: IT1071). The scope of this Information Security Management Systems covers all areas and aspects of our business and services:

The operation of an Information Security Management System relating to the provision of Internet Services and Hosted Software to customers worldwide applying to the whole company, and all of it's services and products

Questions or Complaints

Should you have any questions about how we hold, use and protect your personal information, please contact us and we will be more than happy to assist you in any way we can. We have a dedicated Data Protection Office who is also our Information Security Officer for our ISO 27001: Jim Kelly. Should you wish to contact Jim the details are as follows:

Jim Kelly

Head of Service Delivery

Online50 Limited

Docklands Business Centre

10 – 16 Tiller Road

London E14 8PX

Telephone: 020 7537 0101

Email: dataprotection@online50.net

At Online50 we have always viewed complaints as opportunities to improve. Should you wish to raise a complaint we would love to speak with you in the first instance. However, should you wish to escalate to the ICO the details are:

Information Commissioner's Office

Wycliffe House,

Water Lane,

Wilmslow.

Cheshire SK9 5AK

Telephone: 0303 123 1113

Email: enquiries@ico.org.uk

Organisation Name: Online50 Limited

Reference Number: ZA359834