



# GEOXPHERE

## GDPR: PERSONAL INFORMATION POLICY

HOW WE HANDLE PERSONAL INFORMATION

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## 1. OVERVIEW

Geosphere respects that people have a right to how their personal information is held by organisations. This document describes the information we hold and what measures we go to to ensure it is safe.

## 2. OUR EMAIL MARKETING SYSTEM

Geosphere holds:

- Names
- email addresses

in its email marketing account for the purposes of sending product information to help customers and people within the Tier-2 Public Sector understand and use digital mapping.

Our email marketing account is accessible through a TLS-encrypted login and is only accessed by two Geosphere staff. Any export of information from Our email marketing system creates a log of who downloaded what. This ensures accountability and traceability of data usage.

When people are emailed using our email marketing system there is always a link at the bottom of the email to allow them to unsubscribe. This is an automatic process and requires no manual input from Geosphere. The unsubscribe request immediately removes the person from the mailing list. A record is retained within Our email marketing system so that if the person's information is manually added back into Our email marketing system, it will correlate with an unsubscribe request and not re-activate it.

This database has been collated using data provided by customers and publicly available Local Government resources.

## 3. XMAP SOFTWARE DATABASE

Geosphere holds:

- Names
- Email addresses
- Postal addresses
- Phone numbers

in the XMAP subscriber database for the purposes of keeping software subscriptions active.

This database is held on a database server integrated into the XMAP software. The server is maintained by Geosphere.

Access to the database is achieved through a password-protected website, only accessible with a hosts file modification. This ensures username and password information does not equate to access.

This database has been collated using information provided by the customer. When the user unsubscribes from the service the information will continue to be stored to ensure product continuity. There is a manual process for deleting the data as part of a request to the company.

## **4. CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE**

Geosphere holds:

- Names
- Email Addresses

in a web-based service for the purpose of tracking customer engagement.

It is accessible through a TLS-encrypted login and is only accessed by three Geosphere staff. Any export of information from the service creates a log of who downloaded what. This ensures accountability and traceability of data usage.

There is a manual process for removing users from this service.

## **5. STAFF PAYROLL**

Geosphere holds the following records for all staff:

- Name
- Postal Address
- Email Address
- National Insurance Number
- Tax Code
- Date of Birth
- Bank Account Details

for the purposes of carrying out payroll services.

All information, except Bank Account Details, is stored within our accountancy software. This software is TLS-encrypted login software and is only accessible by the Managing Director and one external accountant.

Bank account details are only stored within Geosphere's Santander Business Banking account, accessed through TLS-encrypted login details. The bank account is only accessible by the Managing Director.

## 6. REVISION HISTORY

Date of Change	Author	Summary of Change
01/05/2019	Chris Mewse	First Edition
01/03/2022	Chris Mewse	Revision