



DATA POLICY

1. Client data

- 1.1. As part of our software development work, our clients regularly entrust us to store personal data that they have collected about their own customers, clients and users.
- 1.2. In relation to this data, we only act as a data processor. This is a term with a specific meaning, defined by the Data Protection Act 1998.
- 1.3. We only act to store, alter, remove or otherwise process personal data in response to a specific express instruction received from our client. This includes electronic instructions (for example, by a client using the delete function in our online portal).
- 1.4. Personal data that has been transferred to us by our clients is stored on secure databases, hosted on a UK-based external server.
- 1.5. These databases are backed up hourly, both to a cloud-based storage system and our own local storage system.

2. Intellectual property

- 2.1. Source code and other digital intellectual property is kept on a cloud-based storage system.
- 2.2. This storage is backed up hourly to our own local storage system.



3. Security

- 3.1. Passwords, including client login details and other data identified as passwords by our clients, are stored using industry-standard encryption. Plaintext passwords are never stored.
- 3.2. Access to our UK-based external web server is protected by a long, randomly-generated password. Each project that we host has its own separate database on the web server, with a unique login account protected by a long, randomly-generated password.
- 3.3. Access to our cloud-based storage system is protected by a long, randomly-generated password and two-factor authentication.
- 3.4. Access to our own local storage system is protected by industry standard firewalls which prevent access to the server outside of its local area network.