

GDPR Statement (11<sup>th</sup> May 2018)

Dear Customers,

As you may be aware the Data Protection Act Directive 95/46/EC is to be superseded by the GDPR (European Union Data Protection Regulation). The UK government has stated they will continue to adopt and enforce this directive once the UK has completed Brexit. The EU GDPR has a start date of 25<sup>th</sup> May 2018

The GDPR aims to prevent security breaches and the loss of personnel data by any organisation that holds or process such data. The regulation change affects any organisation that processes personnel data of EU citizens.

GDPR has clear guidelines concerning the storing and processing of PII (Personal identifiable information). Technical Control Systems Ltd are actively making changes to any relevant part of our business affected by the directive, along with specific employee training and in-house GDPR compliance audits being added to our routine ISO9001:2015 audit programme.

Specific legal obligations placed on data processors include a duty to take appropriate measures to ensure the security of processing and ensuring that the people processing the data are subject to a duty of confidence.

**“Personal identifiable information”** means any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier. This includes a wide range of personal identifiers including: name; identification number; location data; telephone number; email address; job title; and online identifier.

Technical Control Systems Ltd (who also trade as part of a joint venture called Total Automation & Power [TAP], partnering with Cougar Automation Ltd ) only record client information for the purposes of discharging our responsibilities to support clients i.e. estimating, project/order completion, & pre/post-sales support.

For these purposes alone we only record the following client PII data: full name, job role/position, email, mobile number, landline number and main office location.

We do not undertake mail shots, mass marketing or other forms of advertising using client's details.

IT support services (covering all hardware and software), email , back-up's, security/virus/malware/intrusion protection & general day-to-day support services are all outsourced to a single appropriate supplier with whom we have a long-term working relationship. All cloud based activities have been checked and only use United Kingdom located servers.

If you have any further queries please email [gdpr@tcspanels.co.uk](mailto:gdpr@tcspanels.co.uk)

Thank you

Technical Control Systems Ltd