

May 2018

Dear Client,

Re: Improved processing of your mailing lists

We are always seeking ways to improve our processes and the services we provide to our clients. In recent months we have been focusing on any improvements we can make to the way in which we handle your data and to ensure that we are both fully compliant with the new data protection legislation under the GDPR the General Data Protection Regulation.

We want to ensure that when processing mailing lists your customers and subscribers personal data receive the maximum protection available and to this end we have developed a new secure process which we encourage you to adopt.

This process relies upon using industry standard secure file transmission methods known as sFTP for you to transfer your files to us and onto our sFTP server. We will set up an account for you on our server and provide you with a unique login account and password solely for you to access our server. We recommend that you encrypt your mailing list file perhaps using ZIP file ready for its sFTP transfer and that you notify us that you have loaded the file, including providing the ZIP file password by separate email.

Our sFTP server is securely managed and by using rights management dictated by job roles only our authorised personnel will have access to your files in order to process the data.

In some cases we may use sub-processors to fulfil part of the processing. In such cases the sub-processors will be alerted by our customer service teams that your file is securely stored on our sFTP server and is ready for processing so that they can extract the file from our server using the same secure sFTP file transmission methods. In order to achieve this they will also be provided with a unique login account and password.

In order to ensure that personal data is not retained for any longer than necessary our server will automatically delete your file after an agreed period defined by you has expired.

We strongly recommend that you adopt this process and invite you to contact us to set up an account for you. Should you require any further information or help with this then please do not hesitate to contact your account manager.

Kind Regards,



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