

Comms Express Limited's GDPR Compliance Statement

The European Union (EU) General Data Protection Regulation (GDPR) in force across the EU brought the most important changes to data protection law in two decades. The GDPR supersedes the previous Data Protection Act giving people more control over how organisations use their data and the potential for increased penalties to be imposed on to organisations for breaches of their obligations. The GDPR's purpose remains to strengthen data protection for individuals within the EU whilst also providing harmonisation for data privacy laws across Europe.

Comms Express' commitment to the GDPR

At Comms Express we are dedicated to ensuring high standards of data privacy in compliance with the demands of the GDPR. We have summarised our compliance with GDPR in this statement and this includes the implementation and ongoing management of policies, procedures and controls to ensure maximum and ongoing compliance. This will be continuously updated as necessary.

Identifying personal data

We have documented what personal data we hold, where it came from and with whom we share it. At Comms Express we sought confirmation from our suppliers in respect of their compliance with GDPR.

Policies and procedures

We have implemented new data protection policies and procedures to meet the requirements and standards of the GDPR including:

- Data breaches – we have procedures to identify, assess and investigate any suspected personal data breach at the earliest possible time and will notify individuals or any applicable regulator where we are legally required to do so.
- Data retention and erasure – we have data retention provisions within our privacy policy and ensure that personal information is stored, archived and destroyed compliantly with dedicated erasure procedures in place where, in some circumstances, individuals can request us in writing to delete their data. We also have a data retention policy, available on the GDPR section of our website.
- Subject access requests – we have subject access procedures to accommodate timeframes for providing the requested information and try to respond to all legitimate requests within one month. This provision is free of charge and this individual right is detailed in our privacy policy.

Privacy Policy

Our privacy policy complies with the GDPR, ensuring that individuals whose personal information we process are aware of why we need it, how it is used, what their rights are, to whom the information is disclosed, what safeguarding measures are in place to protect their information and the right to complain to the Information Commissioner's Office if they think there is a problem in the way we have handled their data. Our privacy policy is available on the dedicated GDPR section of our website.

Data Protection Officer

Andrew Boyce is our designated Data Protection Officer (**DPO**), they are responsible for all GDPR compliance and data protection within Comms Express. For any concerns or queries in this area please email Andy at dpo@comms-express.com with the full details.

Consent

Our consent mechanisms for obtaining personal data, ensures that individuals understand what personal data they are providing, why and how we use it and have sent opt in request emails to individuals on our database. Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to individuals via text or email. However, we have processes for recording consent, making sure that we can evidence an affirmative opt-in and that individuals have a way to withdraw consent at any time.

Employees

Employee awareness remains vital to compliance with the GDPR and we will continue to ensure that existing employees receive training to enhance this awareness. If you have any questions about GDPR, please contact our DPO on dpo@commsexpress.com