

IMPORTANT INFORMATION FOR CUSTOMERS ABOUT DATA PRIVACY & GDPR

From 25 May 2018, the General Data Protection Regulation (GDPR) will mean significant changes to the way in which businesses manage personal information. This document explains what GDPR is and what it means for Concorde Group and our Customers

BACKGROUND- WHAT IS GDPR?

The General Data Protection Regulation (GDPR) is the biggest change in Data Privacy Laws in the UK and Europe for more than 20 Years. It is aimed at raising the bar in how we manage personal information and meeting the advanced needs of the digital economy.

When the GDPR takes effect on the 25th May 2018, it will replace the Data Protection Act 1998 and other privacy laws in Europe. The Regulation is not limited to Financial Services; it applies to all organisations holding and processing the personal data subjects residing within the EU.

Under GDPR, a data subject is anyone living who can be identified directly or indirectly, by personal data, Within Concorde Technology Group, Common examples of such information might include Customer name, email address, mobile phone number or bank details.

KEY PRINCIPLES OF GDPR

- Data must be processed lawfully, fairly and transparently
- Data must be collected for a specified and legitimate purpose
- Data must be adequate, relevant and limited to what is necessary
- Data must be accurate and, where necessary, kept up to date
- Data must be kept in a form which permits identification of data subjects for no longer than is necessary
- Data must be processed in a manner that ensures appropriate security, including protection against unauthorised or unlawful processing, accidental loss, destruction or damage using appropriate technical or organisational measures

Organisations must be able to demonstrate compliance with all principles and have a duty to report certain types of personal data breaches to the relevant regulatory authority.

CONTROLLER OR PROCESSOR?

The GDPR applies to 'controllers and processors' of personal data. A controller determines the purpose and means of processing personal data. A processor is responsible for processing the personal data on behalf of a controller.

If you are a processor, the GDPR places specific legal obligations on you, For example, you are required to maintain records of personal data and processing activities. You will have legal liability if you are responsible for a breach. If you are a controller, the GDPR places further obligations on you to ensure your contracts with processors comply with GDPR, Concorde Technology Group will ensure that all contracts with third parties are compliant with GDPR and that personal data shared with

third parties for the purposes of delivering products and services is treated appropriately.

WHAT ACTIVITIES DOES GDPR COVER?

Under the GDPR, individuals have a number of rights over their data, including the right to be informed (of processing) and restrict processing, the right to access their data, the right to rectify inaccuracies, the right to erase their data and the right to object to data processing or marketing.

Concorde Technology Group will provide customers with access to a comprehensive Data Privacy Notice which provides full details of individuals' rights including how their data will be processed. We will be writing to customers to provide details of how and where they can access our Data Privacy Notice, but it can be viewed electronically at any time by visiting www.tctg.co.uk/resource-hub

Individuals can request to see a copy of the personal data we hold on them at any time, and data can be updated, corrected or made available to individuals upon request.

CUSTOMER DATA PRIVACY

The GDPR sets out information that should be supplied to individuals regarding the processing of personal data. This information must be concise, transparent, intelligible and easily accessible.

Our Data Privacy Notice details how an individual's information will be processed, including:

- How the personal data will be used and who it may be shared with
- Where personal data may be collected from
- The purpose, legitimate and lawful basis for the processing
- The contact details for our Data Protection Officer and the right to lodge a complaint with supervisory authority

MARKETING CONSENT

The GDPR introduces specific regulations concerning the capture of an individual's consent to process their data; individuals cannot be automatically opted-in to marketing and their explicit consent must be received. Any consent provided must be as easy to withdraw as it was to provide.

For any marketing activity, Concorde Technology Group will ensure that explicit consent is sought from individuals and we will ensure that such consent can be revoked easily and quickly.

It is worth noting that service-related communications will not be impacted, and customers will continue to receive relevant and timely communications on any matters related to the

agreements and service contracts provided by Concorde Technology Group. Also, customer and end-user satisfaction surveys are not considered to be marketing activities but instead form part of our continual drive to improve the service we deliver. We will continue to survey customers and drivers on a regular basis in the same way we do today. As always, individuals will be given the opportunity to unsubscribe from such surveys if they wish.

SUMMARY OF KEY MESSAGES

- We are ensuring that we're compliant with the General Data Protection Regulation ahead of the deadline on 25 May 2018
- Our simple, clear and compliant Data Privacy Notice can be accessed by visiting www.tctg.co.uk/resource-hub
- We will ensure that individuals are not opted-in to any marketing activities unless they have provided their explicit consent.

NEXT STEPS

Over the coming weeks, customers may receive further communications from us in relation to specific aspects of our GDPR compliance, including updates to our Data Privacy Notice. Customers will be notified separately as part of those communications of any obligations they may have in respect of GDPR and their relationship with Concorde Technology Group

RESOURCES AND FURTHER INFORMATION

For, more information about GDPR, please visit the Information Commissioners Office (ICO) website at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

Should you have any questions, please don't hesitate to contact your account management team who will be please to help.

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