

# Privacy Notice – To Gig Industry Software

## Customers

We take the privacy of your data very seriously. This privacy policy sets out how Gig Industry Software uses and protects any personal information that you provide to us. The information may be provided by you when you sign contracts with us or when you provide us with contact details for support or correspondence purposes.

This policy supplements the Website usage Terms and Conditions

### Why do we hold your data?

If you are a customer of Gig Industry Software, we must of course hold and maintain some personal information about you and your employees. This information is necessary for the day to day performance of contracts between us such as processing individual contact details to send letters and emails regarding licencing, Account Management, Product Support and customer events. You will ensure you have the consent of your employees to disclose any data to us.

### What sort of data do we hold for day to day contact?

Typically it will be contact name and address within your company, role, email address and telephone contact numbers.

### How long do we hold your data?

When Gig Industry Software no longer needs to keep certain data, we destroy paper documents securely by shredding and delete the electronic records in the Gig Industry Software Accounting or Support systems. Data can be retained for 6 years to meet with UK statutory requirements. Gig Industry Software only retains contact information for as long as it is relevant for day to day contact, and destroyed thereafter.

### Who can access your data?

Access to all your information is strictly controlled and limited to ensure that only authorised Gig Industry Software employees. As we are a global company, authorised users such as Gig Industry Software support and development staff, or approved 3rd party developers, may be both inside and outside of the European Economic Area.

Where personal data relating to your employees or customers is transmitted or transported for the purposes of support or project implementation, Gig Industry Software ensures that such data in transit will always be secured through the use of secure protocols: SSH, SCP, sFTP and HTTPS. Where business requirements require the use of removeable storage such as DVD, Flash drives or external hard drives these devices are encrypted.

### Changes and access to your personal data

Under the GDPR the personal data subject has various rights including to access and seek correction of personal information. We will ask for proof of ID before allowing access. We will then ensure that the information we hold is corrected and updated. If at any point you believe that the information we process on your behalf or on you is incorrect, you can request to see this information and have it corrected or deleted. Please do this via your application portal, or by emailing a request to [mick.johnson@gigis.uk](mailto:mick.johnson@gigis.uk)

### Complaints

If you wish to raise a complaint on how we have handled any personal data, you can contact the Information Security Manager via the email address [mick.johnson@gigis.uk](mailto:mick.johnson@gigis.uk) who will investigate the matter.

Information about your right to complain can be found on [www.ico.org.uk](http://www.ico.org.uk). You can complain by contacting The Information Commissioner's Office by telephone (0303 1231113) or <https://ico.org.uk/concerns/>