

GDPR Compliance Statement for Customers

Purpose of this Statement

The General Data Protection Regulation (GDPR), in force from the 25th May 2018, will be one of the strictest pieces of privacy legislation to be implemented on a global basis.

Terrafix believes that privacy is a very important right for people and wishes to assure all the Company's customers that we are working hard on ensuring compliance in all areas of our business.

Within this statement, we want to highlight to our customers the measures we have put in place to ensure compliance with the GDPR, where we hold or process personal data on your behalf.

Data Protection Officer

Terrafix has designated a Data Protection Officer (DPO), who takes full responsibility for all matters relating to data protection and GDPR compliance. The DPO will ensure that we are accountable and transparent to the supervisory authorities, including the creation and maintenance of "Records of processing activities" as per Article 30 of the GDPR.

Customer Contracts

For all Customer Contracts, Personal Data is collected only under the direction of the Customer, and ownership of the data resides with the Customer. This means that, under the terms of the GDPR legislation, the Customer is the Data Controller and Terrafix is a Data Processor.

The Data Controller (our Customer), must appoint the Data Processor (Terrafix) with a binding written agreement, with the personal data being processed (including the activities of any sub-processors) on documented instructions, which we will review with our customer(s) on all agreements and contracts to ensure compliance.

This will ensure that relevant wordings are in place to cover aspects such as duration, nature and purpose of the processing, the types of data processed, and the obligations and rights of the Data Controller. It will also, where applicable, cover cross border transfers and the use of any sub Processors.

Security and Business Continuity Measures

Terrafix continually seeks to ensure the confidentiality, integrity and availability of the personal data we store or process. We maintain appropriate technical and organisational security measures to protect personal data against accidental or unlawful destruction or loss, alteration, unauthorised disclosure or access.

In demonstration of this, we have processes compliant with the following standards:

- ISO 9001:2015 certification for Quality Management Systems
- ISO27001:2013 certification for Information Security Management Systems

Data Breaches

Under GDPR, we must notify any data breach to the Data Controller without undue delay. Terrafix therefore has processes and procedures in place for identifying, reviewing and promptly reporting data breaches to the relevant Data Controller.

We would provide the Data Controller with:

- A description of the nature of the breach.
- Contact details of the responsible Data Protection Officer or any other contact person.
- Likely consequences of the breach.
- Proposed and imposed measures that were taken to limit harmful effects.
- We would stress again, that we have comprehensive technical and organisational security measures in place to mitigate against a data breach.

Data Subject Rights

Under GDPR, there are significant enhancements to the rights that individuals enjoy with regards to their personal data. Terrafix will work with customers for whom we hold or process personal data, in order to determine how best to facilitate:

- Handling Data Subject Access Requests Rectification of personal data.
- The application of retention periods and the secure erasure / destruction of personal data.
- Responding to data portability requests, providing it in a structured, commonly used and machine-readable format.

Signed:



Managing Director, 24th April 2018.