

# ICRTouch

Cloud Services Factsheet

UK Data Protection Bill

& GDPR

---

# ICRTouch

# Cloud Services Factsheet

## UK Data Protection Bill & GDPR

---

**ICRTouch** is committed to the security of our users' data and provide multiple layers of protection for the personal and business process information you trust to ICRTouch. Security processes are in place to protect data relevant to the EU GDPR and UK Data Protection Bill.

All services within the ICRTouch hosted platform are described by this data security infolet, which include:

- TouchOffice Web and Plus
- TouchReservations
- TouchTopUp
- TouchTakeaway
- Tillconfig
- Data Retention

ICRTouch provide services to you, the cloud services customer or Merchant. A Merchant is the person or business that is using our hosted services to trade or provide a service and is contracted through one of our Partners.

The merchant is the 'data controller' and is responsible for determining the purposes for which any personal data is to be processed. ICRTouch process the data on your behalf.

### Types of Data

There are two types of category for data held and transmitted as part of the Cloud Platform services - 'personal data' and 'business process data'.

Personal data is any information that can be used to identify a person, and includes employees and your customers.

Other data relating to your sales information, stock control and any other information that forms part of the service is business process data.

### Description of Data Subjects

Employee/Clerks of the Merchant that is using the services.

Customers of the Merchant that is using the services.

### Description of the data categories

Contact Data: Names, Postal Addresses, Contact Telephone Numbers, National Insurance credentials, Email Addresses, Date Of Birth.

## Why does ICRTouch Store the data?

Personal data is only held for the purpose of operating the services and products that we provide. Personal data is only shared with 3rd parties that have a business need to obtain the information.

## Service Licence

Hosted services are maintained for the duration of the subscription. Once the service has expired or cancelled the data is deleted unless a data retention service is ordered.

## Contracting Entity

For all services you are contracting with an ICRTouch authorised Partner and are subject to their contract terms, which are separate to this document.

## Location of Data Centres

ICRTouch servers are located within enterprise-grade hosting facilities across the UK, that employ robust physical security controls to prevent physical access to the servers they house. These controls include 24/7/365 monitoring and surveillance, on-site security staff and regular ongoing security audits.

## Physical Security

**24/7/365 Security.**

The data centres that host the data are guarded seven days a week, 24 hours a day, each and every day of the year by private security guards.

**CCTV Video Monitoring.**

Each data centre is monitored 24/7/365 with night vision cameras.

**Controlled Entrance.**

Access to the data centres is tightly restricted to a small group of pre-authorised personnel with photo identification to grant access. There is highly secure perimeter fencing.

## Network Security

The hosting infrastructure comprises Boundary Firewalls and Internet Gateways, Secure Configuration, Access Control, Malware Protection and Patch Management are designed to assure the quality and safety of data within the solution.

## Secure Communication

All data transmission to ICRTouch services are encrypted and authenticated using best practices in security protocols. The security is reviewed regularly to take advantage of updates and patches in good time and that the latest technology is used.

Communication from the ICRTouch TouchPoint till to the web services is encrypted. Subject to till software version 68 or onwards.

## Control and Audit

All non-physical accesses are controlled via unique username and password logins, and each access attempt is logged and audited.

## 3rd Party Access

As part of their commitment to providing and operating your service, your Authorised ICRTouch Partner will have access to log into each service that they provide. The Partner will have a separate contract with you covering all aspects of the service they provide.

## Data Transfers

Data is only transferred to 3rd party service providers who have contracted with you to provide a solution, and you will have made an agreement to use that service. 3rd parties will have obligations as a data processor on your behalf, and may have obligations as a data controller depending on the service, for the data they receive from us on your behalf.

We review 3rd party connections and have agreements in place to ensure that the data we transfer is kept safe and that data is stored in appropriate countries under the GDPR and UK Data Protection Regulations. Merchants will need to have obtained permission from the individual before their data can be shared with 3rd parties.

## Employee Access

ICRTouch employees who are required to provision, troubleshoot and make amendments to services have access to log into each service on the system.

Employee access is limited to within the ICRTouch offices, and limited to only those employees that have a business need to access the system, and all access is audited. Employees who have access to data are aware of their obligations under the EU GDPR and UK Data Protection Bill and are prevented from transmitting data to personal computers, storage devices or other services.

## Request for Information

Individuals have a right to request the information that ICRTouch holds about them within the data stored as part of the ICRTouch Cloud Services.

Individuals will normally request information from the merchant, who will then ask the Authorised Partner. However, individuals can also pose information requests direct to ICRTouch.

A form will need to be completed to verify the identity of the person requesting the information. There will also be an admin fee payable to cover the costs involved. RFI requests should be sent in writing to:

### Information Requests

ICRTouch  
Embassy Way  
Sandown  
Isle of Wight  
PO36 0JP

## Data Retention and Deletion

Personal data is stored only for as long as the service is required by the merchant. Once a subscription is expired or cancelled, data is stored for 3 months and then deleted.

Personal data can also be removed if requested by the individual, unless the data is needed for reasons necessary for running the

business.

When we perform system upgrades, we continue to protect data even after storage devices are removed from systems. Storage devices are secured and then physically destroyed in accordance with best practice guidelines.

## Phishing and malicious emails

ICRTouch do not charge end users directly for services, and we would never send an email requesting that you provide us with banking, or payment information. We may occasionally contact you regarding service announcements, any information that we do send you will come from our registered domain @icrtouch.com.

If you would like to query or report a suspicious looking email that appears to originate from ICRTouch, email [phishing@icrtouch.com](mailto:phishing@icrtouch.com)



ICRTouch will not use your information for anything other than to verify your identity and to respond to your information request. We will not pass your information on to 3rd parties.

Title	<input type="text"/>	Date of Birth	<input type="text"/> / <input type="text"/> / <input type="text"/>
First Name(s)	<input type="text"/>		
Last Name	<input type="text"/>		
Address	<input type="text"/>		
	<input type="text"/>		
Postcode	<input type="text"/>		
Email Address	<input type="text"/>		
Gender	<input type="text"/>	Phone Number	<input type="text"/>

Please provide as much detail about the type of information that you are requesting. Include names of services, whether you used a website or instore or both, the name of the business and postcode and any details on emails or customer cards that you may have been provided with along with any dates that you believe are relevant to aid us find your information.

Signature	<input type="text"/>	Date	<input type="text"/> / <input type="text"/> / <input type="text"/>
-----------	----------------------	------	--