

Optisoft Compliance - General Data Protection Regulation (GDPR)

Lawful basis for processing

This means, what allows you to use personal data within your business?

Optisoft stores and processes information relating to your practice under the basis of legitimate interest as an Optisoft customer.

Individual Rights

a) **Right to be informed** - This provision covers the person's right to be informed what information is being held, for what purpose and for how long that information is held.

Optisoft records the following regarding you and your practice:

- Contact, Address, Telephone and Email details – Stored in our internal CRM software for sales, direct marketing and support purposes.
- Contact and Email details – Securely stored on our 3rd party email mailshot partners' system. You have the option to unsubscribe from our mailing list and not receive marketing information in the future.

b) **Right of access** – This provision covers the person's right to a copy of information held, either in a printed or electronic format.

Optisoft can provide a copy of the data held in electronic format on request.

c) **Right to rectification** – This provision covers the individual's right to have their data rectified, or corrected, if it is incorrect or incomplete.

Should your data at Optisoft be incorrect, please inform us and we will correct it.

d) **Right to erasure** – This covers the individual's right to have their data removed from our systems.

If you were to end your relationship with Optisoft, you may request to be deleted entirely from our computerised systems.

e) **Right to restricted processing** – This covers the individual's right to prevent you from processing their personal data, but still wish for you to retain the data.

As mentioned above, you are able to unsubscribe from email mailshots and also request communications to be sent in your preferred format.

f) **Right to data portability** – This relates to the individual's right to a digital copy of their data that they could then use themselves or take to another practice.

We can, on request, provide you with a copy of the data that we hold regarding your practice.

Security

The GDPR also covers the requirement for security of personal data.

Hosted Practice Management Data

Optisoft data is hosted on a secure UK-based server platform. This data is only accessible to your practice via our software and by members of our support team when necessary for resolution of issues.

Non-Hosted Practice Management Data

Your practice data may, from time to time, need to be stored on our server, here in the Optisoft offices. This would only be for resolution of support issues or for the purposes of transferring data from one system into a newer Optisoft format. This data will be held, securely on our internal server. Data is retained on our internal server for 6 months, after which point it will be deleted.

Unsupported Systems

Any Windows XP PCs that are in operation within our offices do not have a connection to the internet and, as such, are only accessible within our building. Any data is deleted after the required function has been performed and is not stored on these PCs.

Backups

Backups of our own servers are encrypted for security and cannot be restored without the correct software and security credentials.

Remote Connection

Any remote support assistance performed by our support team takes place over an industry standard encrypted connection.

Third Parties

We do not share your practice, or customer, data with any third party beyond that which is detailed above, and will not do so without express permission or instruction from yourself.

Supplier Certification

LOCU/OC states that IT suppliers must have one of the appropriate certifications.

Optisoft has achieved Cyber Essentials (CE) certification.