

Privacy Notice

Who are we

Station Software is a Software Development Company based in North Yorkshire.

We are developers of Storage Manager software for the storage industry.

We also provide a range of add on modules to integrate with Paxton Net2 Access Control, Xero Accounts.

We also develop bespoke software for a range of businesses.

What information do we collect from you

Your Business details such as: Business Name, Business Address, Contact Name, Contact Job Title, Telephone Number, Email Address, Website URL, VAT Registration Number, Company Registration Number, Your Computer's IP Address and Operating System Version. Xero licence details, Paxton Net2 details such as Serial Number, Activation Key, Software Version, Data Versions, User Licence Count, Company Licence Count and Licence Purchase History.

The data that we hold about your contacts at your business includes:

Forename, Surname, Telephone Numbers and Email Addresses.

In the above lists, where the singular is used please assume the plural as well.

We also hold unstructured data in the emails, letters, data sets and other documents that we exchange with you.

For the purposes of supplying you with a working copy of our Storage Manager software, we pre-populate a database with your customer data.

Your customer data such as: first name, surname, address, telephone, email, vehicle registration, CRIS number, insurance company, policy number, expiry date. Make, model, length, value, age of storage vehicles.

Why do we collect this information

We use the information that we hold about you for the following purposes:

- To administer the software licences that we issue to you.
- To provide Trial and Full Licences for our software.
- To provide version specific help when you contact us for support.
- To provide VAT invoices for any purchases that you make.
- To comply with VAT legislation regarding the "place of supply" of electronically supplied services.
- To investigate suspected software piracy issues.
- For our own in-house accounting purposes.
- To carry out any Services that you have asked us to perform.
- For supplying you with a working copy of our Storage Manager database.

Where is your data held

Your data is held on password and firewall protected servers at our premises in Potto and Bournemouth..

Backups of our servers and your data are held both locally and in password protected areas of the cloud.

Currently we use Dropbox and Google Drive for our Cloud storage.

What software do we use to hold your data

- Accounting Data is held in our Xero Accounting software with a separate record for each of our Customers.
- Licensing Data is held in our wyDay software with a separate record for each Software Licence.
- Administrative data is held in our bespoke admin software.
- Sundry client data files (e.g. Spreadsheets) are held in Dropbox or Google Drive.
- Paper documents are scanned and shredded as soon as possible. The scanned images are then held in Dropbox or Google Drive.

Who do we share your data with

We operate a very strict confidentiality policy and will never share your data with a 3rd party without your knowledge and consent.

Examples of when we may share data are as follows:

- When we are compelled by law to reveal information. For example to Government, Tax and Law Enforcement Officials.
- When you have specifically asked us to Liaise with a 3rd party.
- When you have sent us data and we need to subcontract to a 3rd party specialist in order to perform the service that you have requested.

How long do we keep hold of your data

- Data in our Xero accounting system is retained for at least seven years in order to comply with HMRC regulations.
- Data in our Software Licensing system is retained forever. This is to enable you to reactivate a lapsed software licence at any time in the future.
- If you send us a copy of your customer database, we will normally delete it within 28 days after the completion of the service you have requested.
- If you send us any other kind of data we will normally delete it once we deem that there is no possibility that we will need to refer to it again.

How can I access the information that you hold about me

In order to obtain a "portable" copy of all your data please email info@storagemanager.co.uk or phone 01642 701975

You should also contact us if you wish to amend or delete any of the data that we hold on you.

What are my Individual Rights under the GDPR

The GDPR provides the following rights for individuals:

- The right to be informed.
We have tried to make this privacy notice as clear as possible. However, please do contact us if you want us to explain or elaborate on any of the information in it. We would also welcome any comments on how we could improve it.
- The right of access.
You can contact us and request a copy of all the data we hold on you.
- The right to rectification.
If you find any mistakes in the data we hold please contact us and we will correct it.
- The right to erasure.
If you want any of your data deleted please contact us and we will do it providing that it does not affect our legal accounting obligations or our right to track active software licence agreements.
- The right to restrict processing.
Please contact us if you would like us to restrict the way that we process your data.
- The right to data portability.
If you contact us to request a copy of your data, you have the right to request it in machine readable format. Normally we will supply a text file or a CSV file, however, please tell us what your ideal format is and we will attempt to oblige.
- The right to object.
Please contact us if you have any objections to the way that we use your data.

What emails will you send me

These emails may include the following.

- A VAT invoice for any purchases.
- Statements and correspondence regarding your account.
- Notification that an update is available for the software.
- Notification regarding use of the software.
- Notification that an issue has been discovered that may affect the operation of your software.
- Responses to any emails that you send us.

We will not send marketing emails to you.

What If I use your support services to assist me with my software or data

If we visit your premises to assist you with your software or data on your computer systems behind your firewalls then the responsibility to protect your data is yours. You should furnish us with a copy of your privacy notice as we will abide by your data protection policies. This also applies if you give us access to remote control your computer equipment. Our confidentiality policy still applies and we will not reveal anything we learn about your data or systems to a 3rd party unless you instruct us to do so.

If you send us your data or we take it away to process on our computer systems then we will be responsible for the protection of your data while it is in our possession. Our policies as defined in this privacy notice and the principles of the GDPR will apply.

Do you hold on to my Debit or Credit Card number

No, we do not hold credit or debit card details in our systems. When you press the Buy button on our Xero invoice you are transferred to web pages operated by either Stripe or Go Cardless. If you ring us to pay by debit or credit card over the phone we will type your card details directly into Stripe's web page. Please do not send us card details by email.

Who can I complain to

You can complain by contacting us using the Contact Us details below.

Changes to this Privacy Notice

We will occasionally update this privacy notice. When we do, we will also revise the version details at the bottom of this document.

Contact Us

We welcome your comments regarding this privacy notice, please contact us as follows:

By Email: info@storagemanager.co.uk

By Phone: 01642 701975

By Post: Station Software, The Old Station, Potto, Northallerton, North Yorkshire, DL6 3HJ, United Kingdom

Version

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