
MAPMAN LIMITED

DATA PROTECTION POLICY

This is the data protection policy of Mapman Limited (company number 10345138) whose registered office is at Sportsman Farm, St Michaels, Tenterden, Kent TN30 6SY trading from Tythe Barn, Carriers Road, Cranbrook, Kent TN17 3JU (“Mapman”, “we” or “us”) for supplying its various services to clients (“you”).

We are committed to ensuring that your privacy is protected. This policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy.

1 The information we collect and how we use it

What we collect

When you register for our services we need to know your name, postal address, e-mail address, telephone number, bank account details (if supplied), all of which amount, for individuals, to “personal data” protected by data protection legislation.

We also control the non-personal data that you supply by using our services.

Personal data

The data will be stored in electronic form on our own in-house server, cloud-based servers and perhaps on staff laptops and mobile phones (or accessible from them), all of which are password-protected, and in paper form kept in our offices which are locked and alarmed when not occupied by our staff. Third parties will have their own secure arrangements for holding data.

The retention and processing of the data is based in part on your consent (given by you instructing us to provide services for you, and capable of being withdrawn by you in writing or orally), in part on fulfilling our contractual obligation to you, in part to fulfil our legal obligations to government and our insurers, and in part on protecting our own legitimate interests in connection with the running of our business.

The data will be deleted or erased by us when none of those bases for retention and processing applies any more.

You also have the right to check what personal data we hold for you, to have it corrected or completed, and other rights in certain circumstances unlikely (in our view) to apply to you and us.

Why we collect it

Providing our services

We and our partners gather this information to allow us to process your registration, process your payment for our services and provide those services. The relevant information is then used by us, our agents and sub-contractors to provide you with statements of your account and to communicate with you on any matter relating to the conduct of your account and our provision of our services, including our support services, in general.

Improving our services

We may also use aggregate information and statistics for the purposes of monitoring website usage in order to help us develop the website and our services and may provide such aggregate information to third parties. These statistics will not include information that can be used to identify any individual.

Promoting our services

We may also wish to promote the fact that we have worked for particular clients by using their business names and logos on a testimonials page on our website and on marketing materials. If you are not content with us using your business name and logo in this way, please tell us at any time.

2 How we protect your information

The internet is not a secure medium. However, we have put in place various security procedures as outlined below –

- Password protection for all users' accounts
- A 24/7 Security Operations Center for monitoring and threat detection
- An Intrusion Detection System (IDS) to detect malicious activity
- Continuous security monitoring of log data through a Security Information and Event Management (SIEM) platform that is reviewed by security experts
- A Web Application Firewall (WAF) to mitigate against common web application attacks such as cross-site scripting (XSS)
- FIPS 140-2 compliant encryption for data-in-transit and data-at-rest
- A hardened network and virtual machine environment utilizing advanced inbound/outbound traffic rules
- Mandatory continuous application, system, and database scans
- Yearly vulnerability assessment, penetration testing, and security control reviews by an accredited Third Party Assessment Organization (3PAO)

We also keep your information confidential. Our internal procedures cover the storage, access, disclosure and deletion of your information.

Owing to the global nature of the Internet infrastructure, and the fact that some of our partners are based abroad, the information you provide may be transferred in transit to countries outside the EU/European Economic Area that do not have similar protections in place regarding your data and its use as set out in this policy. However, we have taken the steps outlined above to try to improve the security of your information. By submitting your information, you consent to these transfers.

3 Sale of business

If our business is sold or integrated with another business your details may be disclosed to our advisers and any prospective purchasers and their advisers and will be passed on to the new owners of the business.

4 Updating your details

If any of the information that you have provided to us changes, for example if you change your e-mail address, name or payment details or if you wish to cancel your registration, please let us know the correct details by sending an e-mail to us at pete.wain@mapman.ltd.

We will update the information held by us to reflect the changes you tell us about.

5 Termination

On termination of the contract between us, we will –

- (a) on request by you, supply you with your non-personal data in a suitable format, so it can be used in future and
- (b) keep all data strictly secure and confidential and
- (c) delete all data when it is no longer appropriate for us to retain it.

6 Your consent

By submitting your information, you consent to the use of that information as set out in this policy. If we change our privacy policy we will post the changes on this Web page, so that you can be aware of the information we collect and how we use it at all times. We will also e-mail you should we make any significant changes so that you can consent to our use of your information in that way. Continued use of our services will signify that you agree to any such changes.

7 How to contact our data controller, Pete Wain

We welcome your views about our website and our privacy policy. If you would like to contact us with any queries or comments please send an e-mail to pete.wain@mapman.ltd.