Little IT Limited

In providing database hosting services and database maintenance services for Speyside Wildlife, we recognise our responsibilities under General Data Protection Regulations (GDPR) and our role as a data processor.

Our role as a Data Processor

You are the owner of the data you submit to our services (whether they are hosted on your premises or on our servers).

When your data is placed on our servers, you are the Data Controller and Little IT Ltd, the Data Processor. We have access to the data you store on our servers and any processing as a Data Processor is only for the purpose of the hosting and maintenance services we provide to you. We do not use your data for any processing of our own.

We do not share or provide access to any of your data with third parties unless required to do so by law. Where law enforcement or other authorised parties request access to our servers, we follow strict internal policies for dealing with such requests in line with existing UK law. Furthermore, the third parties are required to demonstrate they have a lawful reason to access the data and under what authority.

Data location

All data is stored in UK Data Centres by Idaq Ltd. None of your data is stored or transferred outside the UK and therefore not transferred outside the EEA. All database hosting is on MS SQL servers and the security benefits they provide.

Data servers are highly protected by security features including firewalls, regular scans against malware and measures to prevent SQL injection. Idaq's privacy policy can be accessed here.

Maintenance of the Database

As part of our service to you when providing maintenance of your database functions, we ensure all your data and your system is protected by security features including firewalls, regular scans against malware and measures to prevent SQL injection. All current and back-up copies of the system are managed to ensure they are deleted as they become obsolete and current copies are protected as already stated.

Security

Maintaining security

All our employees keep up to date with all technical aspects of security and ensure the ongoing security of our servers and your systems. This means that any security patches are applied to our and your systems as a matter of priority and any changes or updates to our own systems take place with data protection and privacy in mind and, where appropriate, in discussion with you. We also monitor the security of your servers and hosted applications.

Access to servers

Remote admin access to your servers is strictly restricted to key personnel within our Technical Support team. Our team will access a server only to resolve an issue reported by the client, or to ensure that the Managed Hosting Service Level is met.

Data Centre staff have physical access to the servers, but strict protocols are in place to ensure they only do so, if requested by a member of our technical support team and such a request will only be in cases when they need to carry out a visual check of a server or carry out physical maintenance on the server itself.

Little IT employees

All Little IT employees are made aware of their responsibilities under GDPR. This includes their responsibilities with regards to access, security and processing of any personal data stored on your servers.

Third party services

Other than the Data Centres who host your servers, Little IT Ltd Internet does not use any third party suppliers or services that would have access to, or process, any data you process on your servers. Strict protocols (as set out above) are in place regarding Data Centre staff access to your servers. The Data Centres we use hold ISO 27001 certification and have high security access controls.

Changes to our approach

Should our approach to any aspect covered by this statement change, we will make sure, where your data is impacted, that we notify you within a reasonable timeframe and in line with any contractual terms in place between us.

Data breaches

In the unlikely event of a breach occurring (as defined in the GDPR) we will notify you within 24 hours of the breach coming to our attention. This will be enough time for you to consider your requirements, under GDPR, for reporting the breach to the Information ICO and Data Subjects. We are aware of our own responsibilities for reporting any breaches to ICO.

We help you to comply with GDPR

Our approach to our own compliance also helps you comply with your own GDPR compliance requirements. This statement should go some way to explain our approach to GDPR compliance. By using our services, you can be assured that your use is GDPR compliant.

Furthermore, if required we will assist you or the Information Commissioner's Office with any query relating to the GDPR compliance of our services.

Data protection contact

Any questions, queries or requests for further information regarding our GDPR compliance should be sent to Martin Little, 2 The Kennels, Balmacaan, Drumnadrochit, IV63 6UP