



GDPR Statement

Gateway of Technology Ltd takes the security and privacy of its clients' data seriously. We welcome the introduction of the General Data Protection Regulation (GDPR) as an opportunity to demonstrate and deepen our commitment to data protection.

What We Do

Gateway of Technology Ltd provides next-generation communication services including VoIP and analogue telephony, call logging and call recording, internet and mobile services. We help businesses with their office communication requirements.

How Secure Is Our Data Storage?

Customer data is stored on Ebillz. The International Organisation for Standardisation has certified Ebillz as GDPR compliant. This means that Ebillz processes and uses methodologies to conform to the accepted best practice regarding security of data. GDPR compliance governs the way that Ebillz handles any information, both in terms of where it is stored, how it is transmitted, how it is encrypted, and which members of staff have access to it.

Ebillz

Ebillz holds customer contact, service and billing information. As a data controller Ebillz holds some personal customer contact information to allow us to meet contractual obligations. Chess, the organisation behind Ebillz, have performed Privacy Impact Assessments (PIAs) to identify their data stores and to ensure there is a lawful reason for holding such data. They have clear procedures in place to deal with all types of personal data requests to meet our commitments to the General Data Protection Regulations (GDPR). We do not share this data with third parties.

Users of products and services will always be informed of how any personal data will be collected and used as part of the submission process. Should a user wish to know what personal data is recorded about them, they can request this from Gateway of Technology Ltd. You can also contact Gateway of Technology Ltd should you require your personal information to be rectified, no longer processed, or completely erased.

For submission of any enquiry related to individual rights under the GDPR please contact Gateway of Technology Ltd. As a data controller we maintain oversight of our data and continually review our processes and procedures on how we secure data within Ebillz.

The types of data processed primarily include telephone numbers, address details, account details, customer details and payment details, not all of which would necessarily fall into the Information Commissioner's Office's (ICO) definition of personal data.

Staff who process Personally Identifiable Information (PII) within their job roles have all signed a confidentiality agreement as well as receiving training on the GDPR and data security. We delete all





customer databases that reside within our network within a week of the contract end date, unless there is a lawful or contractual reason not to do so.

We operate according to the principle of least privilege, ensuring a strict access control policy is in place. Access is restricted and allowed only to those individuals who require it as part of their “Job Role.” This ensures that any data Gateway of Technology Ltd processes is accessed only by appropriately trained staff. Our clients’ billing data is not readily available to all staff at Gateway of Technology Ltd and is always securely accessed.

Data Backup

Regular backups are taken for company and client data. Tests are conducted regularly to ensure reliability and ease of recovery.

Data Encryption

Sensitive data will always be encrypted in transit. Data stored within our Cloud Platforms will also be encrypted in storage.

Protection and Detection

Throughout our IT infrastructure we have a variety of anti-malware solutions. These are intended to detect and protect against unauthorised intrusion or access of data. We also operate a defence-in-depth policy with regards to data infrastructure and appliances.

Data Retention

Data is only retained for the time necessary to process it for the purpose provided. While the purpose of processing data will vary, should you require information on retention times on any type of data, please contact Gateway of Technology Ltd.

All our staff sign confidentiality agreements and receive regular training on data protection. Our staff operates from Gateway of Technology Ltd.’s main HQ based in the UK. Our service desk uses caller identification methods, including the requirement to only request account information or changes to an account following the issuance of a ticket, an email or a valid call from a known customer sent from a person associated with an Ebillz account, to avoiding disclosing information or making account changes to unauthorised personnel. Our staff operate out of our building with secure, key access with round the clock surveillance with alarm systems in place.

Gateway of Technology Ltd audits the following areas of security on an annual basis:

- Firewalls
- Secure Configuration
- User Access Control

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- Malware Protection
- Patch Management

We practice a routine annual internal audit at Gateway of Technology Ltd, which helps our organization to accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of information security management system, control, and governance processes.

Virus Protection

To prevent the infection of Gateway of Technology Ltd computers and networks and to avoid the potentially dire consequences of such infection we have several security measures in place. They are Firewall, Anti-virus, Spam filtering, Software installation and scanning, Vulnerability management, User awareness training, Threat monitoring and alerts, Technical reviews, and Malware incident management.

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