

## Data Management Agreement

### **For clients who are hosted on servers that are not managed by Fuzion**

#### Information security

All client information on servers that Fuzion is given access to will only be accessed by Fuzion employees and permanent contractors. We will require client consent before allowing access to this by any sub-contractors.

Where Fuzion is responsible for undertaking security updates for CMS and CRM systems, these will be deployed within an appropriate timeframe dependent on the 'risk level' associated with those updates.

Any data dumps that Fuzion needs to create will be managed securely and not stored on unlocked devices nor in publicly available directories.

Copies of databases and codebases may be required for the purpose of development and issue solving. These will be deployed on secure servers under Fuzion's direct management. If required clients may request the location of their development sites within certain constraints.

Server backups of any development sites are managed through secure systems provided by third party providers.

In the process of assisting clients to resolve issues samples of data may be stored in our ticket system (Redmine) in the form of screenshots, or data export files. This information is generally retained in case it assists with resolution of future issues. If necessary files may be removed at any time by the client where they have direct access to the tickets, or by request.

Screenshots and csv files may also be shared across team members via our secure Chat channel(s) and Google Docs.

When undertaking imports or producing exports of contact data while investigating issues storage of files may occur on local, password protected devices. These devices are regularly purged of such csv files.

Any development copies of clients database will be destroyed upon request.

Access details for clients sites and servers may be stored in our secure ticket system or LastPass.

Your client data will never be shared with anyone outside the Fuzion team without explicit approval. Client data will never be rented or sold to anyone.

All Fuzion employees, permanent contractors and sub-contractors who may be permitted to access client data are all covered by Confidentiality and Data Management Policies.

## Data Breaches

Clients will be informed as soon as a breach has been identified by us or notified to us.

## External services

We use a number of external services all of whom will have their own data policies:

- Rysnc.net
- Linode
- LastPass
- Redmine
- HipChat
- Google Drive.

For clients who are using Google Analytics on their system, and where this has been initiated through Fuzion's accounts at the clients behest, the client remains responsible for the tracking policies applied to their site.

## Responsibilities under data protection regulations

Personal data that is collected on websites or databases by clients is the client's responsibility in terms of ensuring any obligations are met in terms national and international regulations such as GDPR.

## Fuzion's own storage of client data

Fuzion retains records of client contact and organisational details for billing, administrative and communication purposes. Clients may at any time request records of that data or request that the data be deleted or anonymised other than where it is required for ongoing client engagement.

Any general communications from Fuzion, such as Newsletters and Updates will always provide an Unsubscribe and an Opt Out link.

## Data Protection Officer

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