

Frequently Asked Questions

With GDPR and the new Data Protection Act 2018 introducing a number of new regulations, requirements and rights for businesses and customers, we've put together quick answers to some frequently asked questions about GDPR. For more detailed information about our policies, head over to our website, [exa.net.uk](https://www.exa.net.uk), where you'll find our Terms and Policies section.

- **1: How have your policies changed to support the introduction of GDPR?**

In the majority of instances, we've already supported a lot of the regulations now legally required - we've always worked to protect personal data, have never sold our data to third parties, have always allowed customers to request copies of all personal information we store, and have always ensured that data is centralised. As such, most of the changes to our policies have been to clarify how we act in accordance with the terms of GDPR.

However, one of the key aspects of GDPR is the introduction of new consumer rights, including the right to be forgotten. These rights, and how we support them, is explained fully in our Data Protection policy. We've also slightly changed the terms through which people can request copies of their data, making it completely free to receive the information the first time it is requested (while reserving the right to refuse malicious requests).

- **2: What actions do Exa take to secure and protect personal data?**

From our foundation, Exa has always worked to keep personal data secure, from contact information to data gathered through the use of the various services we offer. We store data in a few different ways (while ensuring that everything is stored in accordance with relevant legislation), and always ensure that relevant, market-leading security methods are applied, covering both physical and digital storage.

- **3: What information management accreditation does Exa have?**

We're proud to be certified ISO 27001 compliant, a qualification which demonstrates that we are following best practices when it comes to information security. As part of our ISO certification, all employees of Exa have received extensive training about keeping data completely secured.

At the moment, we're working to develop our ISO certification even more, proactively improving our approach to information security even beyond the high standards we've already achieved, and will be explaining this in-depth when relevant.

- **4: What kind of personal data is collected and stored by Exa?**

We ensure that we only collect, store and process personal data when it's relevant to our business operations. The exact extent of our collection varies based on the situation - for instance, we may store contact information when a person makes an inquiry about one of the products that we offer, while more detailed personally identifiable information may be required in cases where we actively provide services.

In all cases where we have to collect personal data (including both contractual and legal obligations), we ensure that it is securely stored, minimising any risks for those whose personal information we store.

- **5: How do you secure data when working with third parties?**

We rarely need to provide personal data to third parties – in most cases, when we work with third parties, we provide them with anonymised/ non-personally identifiable data. However, in the rare cases where we have to provide data to (or receive it from) third parties, we make sure that they have a privacy policy in place – as a UK-based company, all the third parties that we work with are also required to be GDPR compliant.

If there's any aspect of GDPR that you'd like more information on, don't hesitate to send your questions in to **marketing@exa.net.uk**!