InVentry and GDPR
Helping our customers

As a data controller for the information within your organisation, we understand that the data within your InVentry unit is important to you. Although the system provided is maintained by InVentry Limited, the data remains within your control. We have no access to this data without your consent and as such do not process the data. Only in certain circumstances will InVentry Limited have access to this data, and these will be outlined and explained later in this document. However, to ensure the system meets the requirements laid down in Article 32 – Security of Processing of the General Data Protection Regulations (GDPR), we have taken measures to ensure that all data within the system is secure and safe at all times. The data that is housed on the InVentry system within your premises is encrypted at a database level using 256-bit encryption.

The information that InVentry captures when visitors and staff sign in to your site is your data, and as such, the system allows you to choose what this is and how it is managed. However, we would advise that you consider the data being processed in line with the requirements laid down in GDPR with regards to the principles relating to data processing described in Article 5. It is worthwhile noting that this choice is one you make as the controller of data on your site. We would recommend that this retention period should reflect the organisations policy on data retention.

InVentry Limited as a processor

There are four occasions where all or some of the information from your InVentry system would be processed by InVentry Limited, all of which involve processing data whilst not on your site or within your network.

The first of these would be when using InVentry Anywhere. InVentry Anywhere is a subscription based licensed service that takes visitor and staff information, when requested by the organisation, from your system for the purposes of emergency evacuation such as fire. The information is uploaded to the InVentry Anywhere cloud server (owned and maintained by InVentry Limited, housed within the UK) using SSL/https and updated each time a visitor or staff member signs in our out. Visitor and staff (other than app log in details) information is purged from this server at 23:59:59 each evening as it is no longer required or accurate and this reflects Principle D - 'Accurate and, where necessary, kept up to date' of Article 5 in GDPR.

The second occasion where your data is processed by InVentry Limited would be for fault finding and service desk support, this is part of your maintenance licence. There may be times where we need to take a copy of the data on your system to test it within our offices. Before removing data in any form, we will seek your consent to do so, either verbally or written, and take all steps to minimise its collection. This data is subject to a stringent internal policy and procedure ensuring that ownership of the data is recorded, these include:

- Where images of data are required, they are clipped to reduce the amount of data captured.
- Permission to download an organisations database can only be authorised by a senior service desk member of staff.
- All data is deleted and removed from our internal servers, of which those used for customer data storage are not backed up, and records once the fault has been fixed and this is recorded.

The third is if the organisation chooses to use the badge making service. The data submitted in this process is a decision for the controller, based on their requirements. When the data is submitted it is uploaded to and downloaded to our office from our secure cloud severs where it is stored for a maximum of 24 hours via https. Once the badge order is confirmed and dispatched, we retain the data for 51 days to ensure correct completion of the order.

The last is if you choose to use the SMS option for notifications of visitor arrival. If you opt for this, the mobile number is shared with a service provider who is compliant with the requirements of GDPR and solely for this purpose. The retention periods for this service is outlined in our data sharing agreement

InVentry Limited collects anonymised data to allow for future developments to the software along with providing insights and metrics to help you improve how you use your InVentry system within your organisation. This data includes:

- Number of visitors per day
- Number of staff signed in per day
- Database size
- Geographical location of InVentry system
- Hardware details of InVentry system

InVentry Limited understand how important your data is to you. If you have any further questions, do not hesitate to get in touch with us via *dpo@inventry.co.uk*