

General Data Protection Regulation (GDPR)

As of 25 May 2018, European data protection legislation will be updated for the first time in 20 years. The EU General Data Protection Regulation (GDPR) replaces the 1995 EU Data Protection Directive. The GDPR strengthens the rights that individuals have regarding personal data relating to them and seeks to harmonize data protection laws across Europe, regardless of where that data is processed.

The new regulation is more specific about the information you need to provide to people and what you do with their personal data. You can be assured that BPA Quality is committed to GDPR compliance. We are also committed to helping our clients comply with the GDPR by providing stringent privacy and security protections that are built into our service and contracts.

BPA Quality commitments to the GDPR

Expert Knowledge

BPA Quality employs and works with security and privacy professionals to maintain our systems, develop security review processes, build security infrastructure, and implement BPA Quality's security policies.

Our teams engage with customers, industry stakeholders, and supervisory authorities to shape the BPA Quality services in a manner that helps customers meet their compliance needs.

Data Processing

We promise to maintain a high level of security, and will ensure timely breach reporting to meet all GDPR expectations. Our data centres are hosted by Microsoft Azure (<https://www.microsoft.com/en-us/TrustCenter/Privacy/gdpr/default.aspx>) and hosted within the EU. Our IT infrastructure and data storage are configured to meet and exceed the requirements of GDPR.

Processing According to Instructions

Any data that is hosted in our systems will only be processed in accordance with the client's instructions, as described in our current as well as our GDPR-updated data processing agreements.

Employee Confidentiality and Training

All of BPA Quality's employees are required to sign confidentiality agreements and complete mandatory information security, confidentiality and privacy training. This training outlines the controls and expected behaviour with respect to the protection of information.

Data Return & Deletion

The method we use for deletion and retention of data is acceptable for use under GDPR. This verifies to our clients that by using our services they can ensure GDPR compliance in respect of the data they control.

Data Subjects' Rights

BPA Quality can provide an export of customer data, at any time during the term of the agreement. We will respond to subject data requests in full and in a timely manner. We will notify the appropriate data controller of any subject data requests if we receive them, delivering the notification within 72 hours.

Point of Contact

If you have any questions regarding data protection concerns, please contact our GDPR team at privacy@bpaquality.co.uk

Incident Notifications

BPA Quality will provide contractual commitments around incident notification. We will continue to promptly inform you of incidents involving your customer data in line with the data incident terms in our current agreements and the updated terms that will apply from 25 May 2018, when the GDPR comes into force.

Standards & Certifications

Our clients and regulators expect independent verification of security, privacy, and compliance controls. The BPA Quality reporting platform and service undergo several independent third-party audits on a regular basis to provide this assurance.

ISO 27001 Accredited

BPA Quality has been independently audited, and meets the requirements for BS EN ISO 27001:2013 registration. The scope covers how we manage information security in providing services to our clients.



Data Protection Registration

BPA Quality is registered with the Information Commissioner's Office (ICO). This means we are contractually committed to delivering our services in compliance with the GDPR. ICO Registration Number: Z8936983



PCI DSS

BPA Quality is a PCI DSS Compliant service provider. This means we have information security controls and measures in place to ensure that card holder data, one of the most sensitive types of data, is securely processed within our environment where it is necessary.



Cyber Essentials Plus

BPA Quality holds Cyber Essentials Plus certification. This means that we have been independently assessed to ensure that good data security practice is in place.

