

Oakford Privacy Notice - Backup

At Oakford, we are committed to delivering an exceptional service to our customers. This commitment extends to ensuring data remains secure and private. The first step in enabling you to make the choice about using one of our products or services is to understand what data we collect, why we collect it, and what we do with it. This Notice includes information about our privacy practices that are specific to Oakford's Backup product. Please take the time to read this Notice and the Oakford Standard Privacy Notice, which both apply to the Backup product.

Who is responsible for the data?

Before we explain the type of data we collected, why we collect it, and what we do with it, it is important you understand the two main data roles that exist and their responsibilities:

- **The Data Controller** determines the purposes and means of processing of personal data.
- **The Data Processor** processes personal data on behalf of a data controller.

Although these two roles sound like characters from the 1982 Sci-fi film, Tron they are in fact, well documented terms in data protection legislation, including but not limited to UK and EU Data Protection Laws.

This privacy Notice covers the Oakford Backup platform. For this service Oakford are acting as a data processor; any Personally Identifiable Information (PII) we collect is used exclusively for delivering the core service of Oakford Backup.

Data uploaded to the Oakford Backup platform including PII of backup administrators remains under your control - you are the data controller.

How we use information we collect

To use the Oakford Backup product you will need to share some information with us. In order for us to provision your account on the Oakford Backup platform and provide the core service, we need the following information, some of which is PII:

- **Personal and contact details of Backup Administrator**, such as title, full name, email address;
- **Billing department contact details**, such as full name, address, telephone number, email address;
- **Identity information**, usernames, hashed passwords, IP address of connecting device, MAC addresses/Hardware addresses.

Once your account has been setup the type of information you share is entirely within your control and determined by what you have configured in your backup settings and policies.

You can chose to backup individual files on your laptop, an entire server or anything else to our cloud backup platform. You are determining the information uploaded including additional backup administrators; Oakford is strictly processing this information to provide you with the core service that is Oakford Backup.

How we use your information?

Without your information, we would not be able to provide you with the Oakford Backup service.

The information collected is stored and used in the UK exclusively for the following purposes:

- Provisioning your account on the Oakford Backup platform;
- Billing;
- Contacting you regarding your service e.g. changes to the platform, technical support, service outages, backup successes and failures.

Data uploaded to the Oakford Backup platform as part of your backup policy is strictly under your control. Oakford will not view the specific data stored on our platform, unless related to support or maintenance activities. We are simply processing it to provide you with this service.

We do track various parameters of usage to help:

- Monitor and analyse trends and usage e.g. when you are exceeding your quota;
- Enhance the safety and security of our products and services;
- Verify your identity and help protect against fraud or other unauthorised or illegal activity;
- Enforce our terms, conditions and other usage policies.

How we share information?

We share information about you in the following ways:

- **Government, regulatory bodies and law enforcement,** We may disclose your information to third parties if we determine that such disclosure is reasonably necessary to:
 - Comply with the law;
 - Protect any person from death or serious bodily injury;
 - Prevent fraud or abuse of Oakford systems or our users;
 - Protect Oakford's rights.
 - In the event of a government or legal request to provide our customer's data Oakford will be vigilant, ensuring there is clear and justified reason before handing over data. We aim to be transparent, protect our customer data and provide a trusted service.
- **Oakford employees,** In order for us to provide, improve, support and protect our services, Oakford staff members may share certain information. This is undertaken in compliance with this privacy notice and the Oakford Standard Privacy Notice and can include Information about you such as:
 - your name and contact details
 - All information about any query raised
 - Other information you have consented for us to share.
- **Software manufacturer,** Sometimes even our Oakford engineers need help in resolving those tricky technical support challenges. As such, we will need to share some information with the software manufacturer. The type of information shared matches what we listed in the 'With Oakford employees' section.
- **Resellers,** Oakford Backup is available directly from Oakford or via one of our partners. Customers who purchase via a partner will have shared PII with this partner. Some of this information could be stored on the Oakford Backup platform; any information Oakford has access too will be handled in compliance with this privacy Notice.

It is important to say, we are not accessing or sharing data uploaded as part of your backup policy.

How does Oakford protect your information privacy?

At Oakford, we are committed to following industry best practices when it comes to the security of your information and backup data, so much so we have a dedicated team of individuals and robots committed to keeping your information secure and private.

We are meticulous with our security controls and as an ISO27001:2013 certified organisation we continuously review the security of our backup platform to ensure only authorised and authenticated individuals access your information and backup data.

All backup data uploaded to our UK data centres utilises HTTPS (TLS) encryption to transport backup data and AES ciphers for data at rest.



Oakford complies with all relevant laws and regulations in regards to protecting customer data, including but not limited to UK and EU Data Protection Laws.

How long does Oakford keep your data?

We retain information stored on our platform for as long as needed to provide you with your subscribed services. If you cancel a service, then we delete backup sets 30 days after the contract ends. However, please note:

- There might be some latency in deleting this information from our servers and backup storage;
- We may retain this information if necessary to comply with our legal obligations.

Where does Oakford keep your data?

Easy, the United Kingdom only.

Control over your information

We want you to be in control of your information. If you would like more information on the data we hold or to request removal of data contact privacy@oakfordis.com.

To request the removal of information from OISdrive please contact support@oakfordis.com.

Changes to this privacy notice

We will update this Privacy Notice from time to time. The latest copy will always be available on our websites.

More questions

Not a problem, start by taking a look at our privacy webpages. If you still have questions then please email either privacy@oakforduk.com or privacy@oakfordis.com and one of our Data Protection Officers will respond accordingly.