

DOCMAIL GDPR Letter – Accessible version

Dear ,

I am sure you will have heard about the General Data Protection Regulation (GDPR) and are wondering how it will affect you and your use of Docmail. We have collaborated with our legal team and Business Consultants to try to demystify some of the rumours around what GDPR means for you.

What are Docmail doing to prepare for GDPR?

We are getting ready for GDPR early, so from the 22nd February 2018 you will no longer have the ability to hold data lists in your Docmail Library. We ask that you please remove any data that is saved there, as it will be automatically deleted after that date. If you require our assistance with this please do not hesitate to contact our friendly customer service team.

Don't worry you can still process your mailings in exactly the same way, but to ensure compliance we will only hold the data on Docmail for 21 days to allow us to provide a full audit trail of any mailings before deleting.

Then we will allow a maximum of 7 days for your data to be completely deleted from our systems.

We will still be able to supply you with management information and reports, such as number of orders, spend, type of letter, postcards etc., we just won't be able to tell you to whom those documents were sent.

What is GDPR and how does it affect your use of Docmail?

The General Data Protection Regulation (GDPR) is a ruling intended to protect the personal data of those who live within the European Union. It will provide a greater level of control to people over their personal data and how it is used.

'Controllers' and 'Processors' of data need to abide by GDPR legislation by the 25th May 2018.

Controller – That's you and/or your customers.... Data Controller means the person or organisation who alone or jointly determines the purposes of using personal data.

Whether or not you are a data controller depends in part on who prepared and owns the data that is being used.

If you simply pass on your customer's data to us, without altering or changing it, then you are likely to be a Processor too and your customer is the Controller. If however you take information that your customer provides and you add additional information to it, change it or create that database yourself then you are the Controller.

Processor – That's Docmail.... The Processor is the person or organisation who processes the information on behalf of the Controller.

As we don't add to or amend your data when we receive it, we simply put it into a format that allows us to print the documents; we are the processor of your data. We do this in line with your instructions and then we make sure that we delete the data after we are done.

What you need to do.

Marketing Letters

As the Data Controller it's best practice to make sure that you have the consent of the people that you want to send marketing letters to, be they your customers, prospective customers etc. or anyone who you want to contact in the course of your business. If you have prepared your database yourself then you should have acquired permission yourself, if you have purchased your data then you need to make sure the provider has obtained consent.

However, you do not need consent from your customers to use Docmail to process your letters.

Transactional letters

These are documents such as invoices or legitimate service information providing customers with the information that they need in order to use your services. You can usually rely on the legal basis of legitimate interest to send items such as this to existing customers. Just make sure you keep appropriate records to show that you are relying on the legal basis of legitimate interest for processing this data and that your privacy notices are clear and up to date.

The ICO has a handy guide on what documentation you need to keep at <https://ico.org.uk/fororganisations/guide-to-the-general-data-protection-regulation-gdpr/documentation/>

Medical Letters

As a public body providing a legitimate health service, NHS and medical users of Docmail are generally allowed to rely on legitimate interest for their communications.

Again you do not need consent from your patients to use Docmail to process their letters.

At Docmail we strive to eliminate both clinical and data protection risks associated with this sensitive data so you can rest assured that your information is in safe hands.

We are happy to speak to you about any of the points in this letter so please feel free to get in touch. We will be updating you regularly over the coming months and will be happy to answer any questions you may have.

Please email docmailsupport@cfh.com or call 01761 409 701/2 and look out for more information on GDPR from the Docmail team.

Yours sincerely,

Victoria Coates
Operational Sales Manager