

EVHC and GDPR Implications

The Autoconnect EVHC System provides the facility for automated customer deferred visit contact by SMS and email. The following sets out the criteria by which this facility can be activated following the changes to data protection being made by GDPR in May 2018.

EVHC System Settings:

- Default setting for all Dealers will be 'Automated Contact off'
- To activate automated contacts the Dealer will need to establish an import routine which incorporates a file which includes two fields for each customer to indicate agreement for electronic communication by SMS and/or email
- For those Dealers using a manual or automated (FTP) import routine, they will need to establish a manual or imported (FTP) import file which incorporates the two fields for each customer to indicate agreement for electronic communication by SMS and/or email
- For Dealers with no import routine, the default setting will require them to flag against each individual customer job record, whether they will accept automated electronic communication
- The Dealer can have the default setting for automated contacts switched on and pre-population of customer contact choice will be automatic
- The Dealer can also retain automated pre-population of customer contact details within EVHC, but the default system setting will retain the customer contact choice as per the last received/recorded selection

Whichever of the above options the Dealer selects, Autoconnect will retain signed and dated confirmation of Dealer agreement to the stated electronic communication process.

Additional Notes:

- Autoconnect will create a process to allow Dealers to amend a customer contact setting if they are requested to do so by a customer. This will need to include:
 - Diary
 - Customer Details
 - Settings
- Autoconnect will create and store Log Files to record actions to amend customer contact settings. These will include:
 - Changes made to Customer contact settings
 - Timings of customer contact setting changes

General Data Security information:

- SSL encryption protocols for website
- Public and private key cryptography to encrypt and decrypt login information using 2048-bit SSH-2 RSA keys
- Encrypted and restricted IP access to hosted systems
- AWS security compliance programmes
- Database secured with Internal Network firewalls managed by Security Groups
- Encryption in transit
- AWS Vulnerability reporting

Autoconnect are registered data controllers with the Information Controllers Office

Registration details are available to view in the Register of Data Controllers

<https://www.gov.uk/data-protection-register-notify-ico-personal-data>

Registration No: Z6819600
Company Name: Autoconnect Ltd