

INFORMATION AUDIT MAPPING DATA FLOW

INTRODUCTION

This document is an information audit. It was prepared by Matthew Fresco who has an in-depth knowledge of our working practices.

The aim is to identify the data that we process and how it flows into, through and out of the business. The purpose of the audit is to identify risks.

SUMMARY

Data is dealt with in four stages: collection, storage, processing and transfer.

- **Collection**

Personal private information is obtained from several sources. But most commonly we receive information from Law Firms, their clients, the police and our own Police Station Reps. Less commonly we receive data from Barristers, experts, the CPS and the courts

- **Storage**

Most Data is stored electronically although some is on paper. Current digital data is held on a remote server. Archived data is held on a local which is offline. Access to the archived data is restricted.

Our server holds current data which is of immediate use. The data is not held on a cloud server. The server is based in the UK and we have a GDPR compliant contract with the hosting company, Tsohost (formerly VidaHost). The server is shared not dedicated. The data center is in Slough. We have an SSL certificate. The data center has a secure network infrastructure and does not rely on third-party solutions. The data center is staffed 24 hours a day every day of the year, with ultra-strict access control, extensive CCTV coverage, and online firewall protection.

Digital data is held in two forms. We have documents and information on a database. Paper is less common. We do not have any data relating to defendants on paper. We only have some invoices. These are held in our office.

All data is secure. It is encrypted and password protected.

/* NO COMMENT */

EVERY POLICE STATION, EVERY DAY!

Limited amounts of data are also held briefly on our mobile phone app. It is also briefly stored and transferred by telephone, sms text messaging and electronically via our mobile phone app. The app does not retain data.

- **Data Processing**

Our reps write notes. We store the notes. The firms collect the notes either by downloading them from our secure website or by email. Reps provide us with data either by email or by uploading it to our web portal. Both will occasionally write letters to us or send cheques.

We do not process data in any real sense. However, GDPR states that processing includes storage and collection of data. We do not mine the data or use it for marketing. We do not track individuals it or use it for profiling.

Data is merely stored on behalf of our clients. We doubt our clients process that data in any meaningful way other than to give legal advice.

- **Transfer**

Data is transferred by us by email and downloads from our website. It is also transferred by telephone, sms text messaging and electronically via a mobile phone app.