Redstor and the
GDPR

The **General Data Protection Regulation**, **will come into effect on May 25th 2018 as EU Law and will outline updated requirements for data protection for all EU organisations that process personal data. Primary aims of the regulation are to ensure the protection of personal data, strengthen the rights of data subjects and to ensure organisations are taking necessary precautions to protect against the risks of data breach. Redstor have actively contacted the Information Commissioners Office (ICO), who are the supervisory authority that will monitor the application of the GDPR in the UK, for further advice and clarification on several points under the regulation.**

Security and Compliance

Where does Redstor store data?

For Redstor's UK and European customers, data will be stored in a secure format in Redstor's three UK data-centres. Redstor's primary data-centre is in Slough, with two further facilities located in Reading, close to the company's headquarters. Redstor's primary data-centre facilities are protected with security systems that are designed to prevent any unauthorised access.

In addition, Redstor software and platforms are regularly audited and tested to minimise the risk of a data breach. As the owner and developer of the software, Redstor implements appropriate measures to ensure privacy and protection by design to meet the requirements of data protection law and to protect the rights of data subjects. In addition, secure copies of backup data are mirrored between data-centre facilities to ensure redundancy against downtime.

Encryption

Under the GDPR, unauthorised access to personal data is treated seriously. To mitigate against the risk of unauthorised access and to help ensure the security of services and personal data, Redstor encrypt all data before it leaves its primary location. Data is encrypted, at source, using 256-bit AES (GCM) encryption and further protected using TLS ciphers during cloud and offsite backup communication. Encryption keys are unique to every backup client and are chosen by the customer. Data cannot be read without the encryption key and at no point are these encryption keys available to Redstor.

Retention

In line with the regulation and best practice data management, Redstor software gives organisations the ability to choose retention as is suitable, including the ability to retain different data sets for different periods.

Security certifications

Redstor hold certifications in ISO 9001 for quality management and in ISO 27001 for information security management systems. These certifications demonstrate that Redstor have internal processes in place to ensure the highest levels of service. Redstor undertake annual audits to ensure compliance with the latest standards.

Contracts

Contractual terms between Redstor and existing customers will be updated to ensure compliance with the GDPR so that Redstor can continue providing services to its customers.

What Redstor are doing to comply

Redstor have taken measures to ensure that all business processes are in line with the regulation. Redstor are utilising the GDPR365 solution as a compliance tool to enable testing and ongoing measurement against compliance. Policies are in place to allow continued compliance moving forward.

A process of due-diligence shall be implemented to ensure that suppliers and service providers that Redstor work with are compliant with the regulation. Redstor have appointed a Data Protection Officer (DPO) whose responsibilities include advising the organisation on how best to comply with the regulation on an ongoing basis.

Redstor has provided extensive training for staff to ensure that they have an understanding of the regulation and how it impacts on the provision of services to customers. This will continue in the run up to the regulation fully coming into place in May 2018 and will form a part of the onboarding process for new staff thereafter. Training will aim to supplement the organisational values that are set out to protect data and reduce the chance of a data breach.

'If you have any further questions around Redstor's compliance with the GDPR, our software or the GDPR365 compliance tool, contact your account manager today or speak to the team via sales@redstor.com or call (+44) 01189 515 200.