

# GDPR Compliance in MaintMaster

**Introduction:** MaintMaster is committed to ensuring GDPR (General Data Protection Regulation) compliance in all aspects of our operations, especially in the handling of personal data. This document outlines how MaintMaster's solutions and general operations adhere to GDPR regulations when it comes to the handling of personal data.

**1. Limited Personal Data Collection:** MaintMaster's products and services, by default, only collect and store users' names and email addresses. This minimal data collection ensures compliance with the principles of data minimisation outlined in GDPR.

**2. MaintMaster's Responsibility for Personal Data:** MaintMaster distinguishes between the personal data the system requires and customer-entered personal data. Required personal data (names and email addresses) is MaintMaster's responsibility, if used. Such data is stored securely and used solely for authentication and communication purposes, in compliance with GDPR.

**3. Customer Responsibility for Data Entered:** Non-required data that might be considered personal data processed within our services, is entered by the customer. The responsibility for complying with GDPR regarding this data, including data processing, consent management, and deletion requests, is entirely the responsibility of the customer. The customer owns all the data in their MaintMaster System.

**4. Data Processing Transparency:** MaintMaster maintains transparency in data processing activities. The system allows users with the right permissions to see what was done by who in the system.

**5. Data Security Measures:** MaintMaster implements stringent security measures to protect user-provided data, including encryption, access controls, and regular security assessments. These measures align with GDPR requirements for data security. This applies for all data, personal or other, stored in MaintMaster's services.

**6. Data Subject Rights:** MaintMaster supports GDPR-mandated data subject rights. Customers can use the platform's features to fulfil data subject access requests (DSARs) and requests for data deletion, enabling them to uphold GDPR compliance regarding the personal data they enter. Since the customer owns the data, such requests have to be processed by their representatives.

**7. Data Breach Notification:** In the event of a data breach that affects user-provided data, MaintMaster follows GDPR requirements for timely and transparent data breach notifications to both customers and relevant authorities.

**8. GDPR Compliance Assistance:** MaintMaster provides resources and guidance to assist customers in understanding and complying with GDPR when managing personal data within our services. Our support team is available to address any GDPR-related queries.

**9. Questions and Complaints:** If you have any questions or complaints about MaintMaster's handling of personal data, please contact [dpo@maintmaster.com](mailto:dpo@maintmaster.com).

