

Privacy Notice – Data Centre Services

CCTV, access control, ticketing system and guest network

Introduction

Our ambition is to provide reliable, sustainable and cost efficient IT housing to our customers. This document describes all of the processes related to our data centres where personal data is processed. DigiPlex is committed to ensuring that your privacy is protected. If you have any questions or feedback, please contact DPO@digiplex.com.

What systems process personal data?

CCTV recordings and access control

Our data centres are equipped with CCTV monitoring and access control to protect customer information and assets stored in the data centres. We follow the national laws and regulations for storage and retention related to these processes. All personnel that need access to our data centres are required to apply for access cards. Consent to data processing of CCTV recordings and access control systems is given in the Access Application Form, which is mandatory for obtaining access. This form gives further information regarding data processing in order for personnel to make informed decisions regarding whether they consent to the terms of access.

The personal data processed in these processes:

- Video recordings
- Name
- Photo
- Employer
- Email address
- Phone number

Ticketing system information

Customer requests are managed in a ticketing system.

The personal data processed in this process:

- Name
- Email address
- Phone number

Please note that the ticketing system can include additional personal data, depending on the request written in free text by the data subject.

Visitor registration information

Visitors must fill out a visitor registration scheme when visiting our data centres. This is done in order to identify visitors and obtain access control.

The personal data processed in this process:

- Name
- Company
- Who data subject visits
- Phone number
- Registration number on car if data subject requests parking

Guest network information

We provide our customers and visitors a guest network when visiting our data centres.

There are different providers of guest networks in different locations; however, the categories of personal data processed are usually:

- Name
- Email address
- Phone number

How do we use and secure your data?

We will not process any personal data longer than necessary for the purpose. The personal data requested from data subjects are kept to a minimum in all processes. The personal information processed is mainly to identify the data subjects for security reasons, e.g. physical security of data centres or logical security of the guest network. For the ticketing system, the purpose is to get contact details in order to respond to the requests. We do not use the data for other purposes than communicated to the data subjects.

The security of DigiPlex' business and that of its customers is of paramount importance. Our data centers and offices are ISO 27001 certified. None of the processes mentioned above store personal data outside EU/EEA.

Any data processors involved?

The data subjects are informed about any data processors in all the processes mentioned above. For the CCTV and access control processes, the data subject will be informed in the Access Application Form. The visitor registration and guest network processes will inform the data subject upon registration.

Any questions?

If you have any questions, please contact our Data Processing Officer: DPO@digiplex.com