

GDPR PRODUCT INFO SHEET

TopMailer

1. Nature of processing

Application for sending emails

2. Categories of Personal Data processed

The Processor will only process the following categories of Personal Data in the context of this Addendum:

- identity data (name, address, mobile phone number, email address, date of birth, vehicle registration number, IP address, etc.)
- contact information (address, email address, IP address, IMEI, etc.)

3. Categories of Data Subjects

- Processor’s own customers

4. Purposes of processing

- finance

5. Retention period

Personal Data will be processed and retained for the following periods:

Entered Personal Data: an unlimited period

Personal Data via helpdesk support: an unlimited period

Wolters Kluwer strives for the continuous improvement of its services and will therefore bring these retention periods in line with the applicable legislation.

6. Security measures

Technical and organisational measures can be regarded as state-of-the-art at the time of conclusion of the Service Provision Agreement. The Processor will evaluate technical and organisational measures over time, taking account of implementation costs, nature, scope, context and objectives of processing, and differences in the likelihood and the severity of risks for the rights and freedoms of natural persons.

Detailed technical and organisational measures:	
Access control: buildings	Access to Wolters Kluwer buildings is controlled by both technical and organisational measures: access control with personalised badges, electronic locking of doors, reception procedures for visitors.
Access control: systems	Access to networks, operational systems, user administration and applications require the necessary authorisations: advanced password procedures, automatic time-out and blocking for incorrect passwords, individual accounts with histories, encryption, hardware and software firewalls.

Access control: data	Access to the data themselves is controlled by organisational measures: user administration and user accounts with specific access, personnel trained in data processing and security, separation of operational systems and test environments.
Ability to ensure continued confidentiality, integrity, availability and resilience of processing systems and services:	separation of production and test environment, automatic back-up.
Ability to restore the availability of and access to the Personal Data on a timely basis in the event of a physical or technical incident:	uninterrupted power supply, backup data centres at different locations, security systems in the event of fire or water damage (extinguishing systems, fire-resistant doors, fire detectors at Wolters Kluwer itself).

7. Sub-processors

Wolters Kluwer does not have data processed by Sub-processors for this application.

8. Transfer of personal data

No transfer of personal data takes place.