

GDPR AND TIMETOREPLY™

timetoreply is considered a Data Processor within the GDPR Guidelines. This is how we comply.

DATA PROCESSOR: I STORE OR PROCESS DATA FOR SOMEONE ELSE

- ✓ **Your company has a list of all types of personal information it holds the source of that information, whom you shared it with, what you do with it and how long you will keep it.**

timetoreply stores email header information which includes the TO, FROM, CC and SUBJECT LINE of emails we process. The data is stored on AWS servers based in London. Other than AWS, the data is not shared with any 3rd party businesses.

timetoreply uses data to provide email analytics for our customers.

Data is stored for a period of 2 years and then is permanently deleted unless a customer expressly requests for the data to be held for a shorter or longer period.

- ✓ **Your company has a list of places where it keep personal information and the ways data flows between them.**

timetoreply stores data in AWS servers based in London

- ✓ **Your company has a publicly accessible privacy policy that outlines all processes related to personal data.**

Here's our [privacy policy](#)

ACCOUNTABILITY & MANAGEMENT

- ✓ **Your company has appointed a Data Protection Officer (DPO)**
- ✓ **Create awareness among decision makers about GDPR guidelines**
- ✓ **Make sure your technical security is up to date**
- ✓ **Train staff to be aware of data protection**

- ✓ **You have a list of sub-processors and your privacy policy mentions your use of this sub-processor**
- ✓ **If your business operates outside the EU, you have appointed a representative within the EU**
- ✓ **Your report data breaches involving personal data to the local authority and to the people (data subjects) involved.**

timetoreply uses Office 365, G Suite, Nylas.com (MS Exchange) or Mimecast as sub-processors depending on how you decide to connect your mailboxes to timetoreply for processing.

NEW RIGHTS

- ✓ **Your customers can easily request access to their personal information**
- ✓ **Your customers can easily update their own personal information to keep it accurate**
- ✓ **Your automatically delete data that your business no longer has any use for**
- ✓ **Your customer can easily request that you stop processing their data**
- ✓ **Your customer can easily request that their data be delivered to themselves or a 3rd party.**

[Follow this link](#) to access, update, delete or request data.

SPECIAL CASES

- ✓ **You should only transfer data outside of the EU to countries that offer an appropriate level of protection**

Not applicable to timetoreply