

General Data Protection Regulation

Frequently Asked Questions

What is GDPR?

The General Data Protection Regulation ("GDPR") is a European (including UK) data protection and privacy regulation. The purpose of the GDPR is to ensure the privacy rights of individuals are upheld at all times.

When did GDPR come into effect?

25th May 2018

Who does the GDPR affect?

The GDPR applies to organisations whom offer goods and/or services to, and or monitor the behavior of, individuals within Europe.

It applies to all companies processing the personal data of individuals in Europe, regardless of the company's location.

What is personal data?

Any information related to a natural person or 'Data Subject' that can be used to directly or indirectly identify the person. Examples of personal data include, but are not limited to, the following: name, address, email address, date of birth, telephone number, bank account information, and IP address.

Impact of the GDPR

- **Territorial Scope**

The GDPR applies to all companies processing the personal data of data subjects regardless of the company's location.

- **Accountability**

An enhanced concept of accountability requires organisations to be able to demonstrate how they comply with the GDPR. Organisations must keep detailed records of their processing activities.

- **Penalties**

Under the GDPR organisations in breach of the regulation can be fined up to 4% of annual global turnover or €20 Million (whichever is greater).

Elavon's requirement

Before the GDPR came into effect, Elavon conducted a comprehensive project to evaluate the regulation against existing processes, policies and standards. This included an examination of operational practices, employee training, customer Terms of Service and Third Party risk.

How do we use your personal data?

The use of personal data is necessary in relation to the service or contract you and the company have entered into. In relation to cardholders themselves please see the Corporate Liability Cardholder Privacy Notice.

How secure is my personal data?

We use a variety of security technologies and procedures to help protect your privacy rights. These measures are in line with relevant regulations. In relation to cardholders, for further details, please see the Corporate Liability Cardholder Privacy Notice.

How long do we hold your data?

Retention time frames are set in line with regulatory rules. It differs depending on the regulation. For further details in relation to cardholders, please see the Corporate Liability Cardholder Privacy Notice.