

Processing Activities

PROCESSING ACTIVITIES NOVOSERVE B.V. - VERSION 02-11-2018

Type or function	Purpose of processing	Categories of personal data	Categories of individuals	Categories of recipients	Retention schedule	Security and organisational measures
Tickets	Customer support and orders	NAW-data, contact data, service data, IP-address	Customers, personnel, suppliers	Customers (own data), personnel, suppliers (own data)	No limit	ACL, authentication, SSL
Abuse-registration	Registration and processing of abuse reports	NAW-data, contact data, IP-address	Customers, reporters	Customers (own data), reporters (own data), personnel	No limit	ACL, locally hosted, authentication, SSL
CIOT-registration	Legally required data submission	NAW-data, IP-address, timestamps, e-mailaddress	Customers	CIOT	-	Data encryption, SSL
Mailboxes	Communication between personnel and customers	Contact data, e-mailaddress, IP-address	Customers, suppliers, personnel, involved	Customers (own data), suppliers (own data), personnel, involved (own data)	No limit	Locally hosted, authentication, encryption, SSL
Client portal	Customer support, finance and order management	NAW-data, IP-address, service data, financial data	Customers, suppliers, personnel, involved	Customers (own data), suppliers (own data), personnel, involved (own data)	No limit	ACL, locally hosted, authentication, SSL
Camera footage	Security	Personal and physical characteristics	Personnel, visitors	Personnel	1 year	ACL, locally hosted, authentication
IP-blocks	Registration of IP-blocks	NAW-data, e-mailaddress, IP-address	Customers	Personnel, RIPE	Service lifetime	ACL, locally hosted, authentication
Access-registration/control	Management of access-control	NAW-data, e-mailaddress, signature	Visitors	Personnel, visitors (own data)	2 years	ACL, locally hosted, authentication
Phonecalls	Personnel and customer support	Name, phonenumber, timestamps	Callers	Personnel	1 month	ACL, locally hosted, authentication

Personnel data	Personnel management and enrollment	NAW-data, BSN, financial data, contact data, job experience, study data, personal skills, contracts, VOG, ID-copy	Personnel	Personnel	End of contract + 3 months, + 7 years financial data	ACL, locally hosted, authentication, physically locked, encryption
New personnel applications	Personnel recruitment	NAW-data, contact data, job experience, study data, personal skills	Applicant	Personnel, HRoffice	1 year	Authentication, SSL, Data Processing Agreement
Invoicing	Customer invoicing	NAW-data, financial data	Customer	Customer, personnel, debt collecting agency, accountant	7 years	ACL, locally hosted, authentication, SSL
Websites	Website security and visitors statistics	IP-address, referrer, browser details, authentication data	Visitors	Personnel	1 month	ACL, locally hosted, authentication, SSL
Tracking	Website statistics	Anonimized IP-data	Visitors	Personnel, Google	No limit	Authentication, SSL
Hosting	Hardware and network monitoring for downtime prevention	Statistical hardware and network data	Customers	Customers (own data), personnel	Service lifetime	ACL, locally hosted, authentication, SSL, physical access management
Domain registration	Requirement by ICANN/SIDN	NAW-data, contact data	Customers	Personnel, ICANN/SIDN	Service lifetime	ACL, locally hosted, authentication, SSL