

The information contained on this page is for general guidance purposes only. It should not be taken for, nor is it intended as, legal advice. We would advise customers to seek their own legal advice if they are unsure about the implications of the GDPR on their businesses.

1. Introduction

This document is intended to assist you with your GDPR compliance requirements by explaining what type of data is typically processed by users of Credit Hound and how that data is processed by you as a "Controller" of that personal data. This will assist you with ensuring your records are compliant with GDPR. Draycir are neither the Controller nor Processor of any personal data held in Credit Hound.

Should you have any questions that cannot be clarified within this document please contact our Support Desk via email on support@draycir.com.

2. The purposes of your processing

As a Controller it is up to you to determine the purpose for which you are processing personal data but Credit Hound is typically used for the following purposes:

- The provision and management of financial and accounting information;
- The provision and management of customer account information.

3. A description of the categories of individuals and categories of personal data

Credit Hound is designed to hold data on the following categories of individuals:

- Customers

Credit Hound has the ability to hold the following categories of personal data:

- **Account identification data** – such as: first name, last name, email address and username. This information is the minimum level required in order to ensure that Credit Hound is able to track and record the activities within the software.
- **Chase** – Customer contact details are shown in order to pursue any outstanding invoices or following up on disputes.
- **Document History** – Records and stores all correspondences sent to Customers.
- **To do list** – List of actions to be taken when following up with the assigned Customer contact.
- **User Manager** – Captures all user details that require & have access to Credit Hound.

4. Recipients of personal data

Credit Hound is a self-contained software, therefore personal data is not automatically shared with any organisation other than the licensed user of the software.

5. Data Transfers outside the EU

Credit Hound does not automatically transfer any data outside the EU unless you specifically choose to send that data to a third party located outside the EU.

However, in order to improve our services or provide additional support, some personal data may be transferred outside the EU to our subsidiary company Draycir Thailand. Such transfers are subject to an approved Data Processor Agreement. Our contact point for any question or complaints in respect of such transfers is support@draycir.com.

6. Retention schedules

Credit Hound by default logs all activities within the software and retains this information for your security and auditing purposes. Currently there is no automated scheduling in place to delete or purge personal data. If there is a requirement to delete personal data, Draycir are able to prepare and provide scripts at a cost.

7. Technical and organisational security measures

Credit Hound is installed on your systems and therefore overall security measures are as per your general information security policies. However, please note that the software is set to enforce all connection strings to be encrypted so that any application interacting with Credit Hound is authorised to do so.