

Time To Reply is considered a Data Processor within the GDPR guidelines.

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, who you share it with, what you do with it and how long you will keep it



Data Processor

Data Controller

Time To Reply 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.

Time To Reply uses the 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 keeps personal information and the ways data flows between them



Data Processor

Data Controller

Time To Reply stores data in AWS servers based in London.



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



Data Processor

Data Controller

<https://timetoreply.com/privacy-policy/>

ACCOUNTABILITY & MANAGEMENT

<input checked="" type="checkbox"/>	Your company has appointed a Data Protection Officer (DPO)	<input type="checkbox"/>
	<i>Data Processor</i> <i>Data Controller</i>	
<input checked="" type="checkbox"/>	Create awareness among decision makers about GDPR guidelines	<input type="checkbox"/>
	<i>Data Processor</i> <i>Data Controller</i>	
<input checked="" type="checkbox"/>	Make sure your technical security is up to date.	<input type="checkbox"/>
	<i>Data Processor</i> <i>Data Controller</i>	
<input checked="" type="checkbox"/>	Train staff to be aware of data protection	<input type="checkbox"/>
	<i>Data Processor</i>	
<input checked="" type="checkbox"/>	You have a list of sub-processors and your privacy policy mentions your use of this sub-processor	<input type="checkbox"/>
	<i>Data Processor</i>	
<input checked="" type="checkbox"/>	If your business operates outside the EU, you have appointed a representative within the EU.	<input type="checkbox"/>
	<i>Data Processor</i> <i>Data Controller</i>	
<input checked="" type="checkbox"/>	You report data breaches involving personal data to the local authority and to the people (data subjects) involved	<input type="checkbox"/>
	<i>Data Processor</i> <i>Data Controller</i>	

Time To Reply uses o365, Gmail, Nylas.com (MS Exchange) or Mimecast as sub processors depending on how you decide to connect your mailboxes to Time To Reply for processing.

NEW RIGHTS

<input checked="" type="checkbox"/>	Your customers can easily request access to their personal information	Data Processor Data Controller	▼
<input checked="" type="checkbox"/>	Your customers can easily update their own personal information to keep it accurate	Data Processor Data Controller	▼
<input checked="" type="checkbox"/>	You automatically delete data that your business no longer has any use for	Data Processor Data Controller	▼
<input checked="" type="checkbox"/>	Your customers can easily request deletion of their personal data	Data Processor Data Controller	▼
<input checked="" type="checkbox"/>	Your customers can easily request that you stop processing their data	Data Processor Data Controller	▼
<input checked="" type="checkbox"/>	Your customers can easily request that their data be delivered to themselves or a 3rd party	Data Processor Data Controller	▼

<https://brandonline.wufoo.com/forms/gdpr-time-to-reply/>

SPECIAL CASES

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



Data Processor

Data Controller

Not applicable to Time To Reply.