

## **Aimco Software Privacy and Data Protection**

### **General Packing Partner usage:**

The Packing Partner program runs on your own PC. Data you collect (such as orders with customer information) is stored locally to you, and is therefore your responsibility to safeguard within applicable guidelines.

At no time does the Packing Partner program automatically transmit any data anonymously or otherwise to any other party.

### **Data transferred for diagnosis of technical issues**

Data will only be transferred with your full consent. Any data required for diagnosis of technical related issues will be treated under our data protection policy, and will be destroyed once finished with. At no time will this data be made available to any third party.

This data, which may include customer address or order information, will at no time be stored in an insecure location.

Please do not send any data or images that identify an individual person. Any identifiable details in Images or screenshots should be pixelated before sending them to Aimco Software.

Wherever possible, in the event of diagnosis requirements, we will endeavour to fix issues locally to you via remote connection, with no transfer of data. When analysis is required, only minimal data will be used.

### **Packing Partner – Express Collect addon**

The Packing Partner Express Collect addon is a server-based order gathering system. It gathers orders from the sales channels, and provide you with convenience to download these sales to your Packing Partner program. It also communicates order statuses back to the sales channel on your command.

Key security aspects:

- Express Collect servers are maintained with high level access restriction, and security best practices in mind
- Your access credentials are encrypted
- Customer order information is stored temporarily only, and in all cases is deleted within 14 days.
- All communication between your PC/s and the Express servers is encrypted via SSL and further encryption methods
- Access to the Express server from your PC requires credentials, which are made available only to you, and are stored encrypted on your PC.

As with desktop operation, at no time will we share your data with any third party. Should you require the information we hold on your behalf, you can make an enquiry at:

[data.protection@aimcosoftware.co.uk](mailto:data.protection@aimcosoftware.co.uk)