

Truckcom – Client GDPR Agreement

Company Name :

1. Truckcom and agree that we will work together to protect personal data under your control which is processed, as defined in the General Data Protection Regulation (GDPR), by Truckcom, on your behalf. In GDPR terminology, you are “the controller” of any personal data in Truckcom and we are “the processor”. By signing this agreement you are confirming your written instructions to us to process personal data under your control. We will continue to process this data under the legal basis that processing is necessary to comply with this agreement with you, the data controller.
2. For the purposes of this agreement, “personal data” is defined as
 - a. data which can be used to identify individuals who are either users of the Truckcom web based office application, or users of the Truckcom driver App
 - b. data which the system stores as delivery or collection addresses where this can be used to identify individuals
3. The duration of the processing will be for a period which starts when the customer first signs this contract, and finishes when the Customer provides Truckcom with written instructions (from a director, partner or owner) to delete all data, or the customers license agreement with Truckcom is terminated as a result of non-payment.
4. Truckcom will protect personal data from unauthorized access directly to our servers using the following measures:
 - a. Restricting server access only to the Truckcom support team using strong server passwords which are kept strictly confidential to the Truckcom support team
 - b. All data will be transmitted via secure channels, specifically via HTTPS, between client computers, mobile devices, and our servers
 - c. All Truckcom employees will be trained in the GDPR and will sign a “GDPR duty of confidence” agreement which establishes their agreement to never distribute any personal data, as defined above, under the control of the customer, to any other parties
5. Truckcom will assist the customer in protecting data from unauthorized access via Truckcom user accounts using the following measures:
 - a. We will never divulge user passwords over the telephone or via our helpdesk@truckcom.co.uk help facility.
 - b. We will, if asked, resend credentials (usernames and passwords) to users at their registered email address
6. Truckcom will provide a facility to anonymise user, driver and address data in the system at the initiation of administrator users within the customer. When the customer anonymises data via these means, personal data is replaced with a randomly generated identifier and a record is made in the notes for that data item of who anonymised it and when.
7. Truckcom will provide assistance to you with providing data subject access and implementing any other data subject rights to personal data only to the extent of advising you on how to access and modify data in Truckcom for this purpose. We will never provide subjects with access to their personal data on your behalf except via clause 5b above.
8. For the purposes of the GDPR, Truckcom does not employ “sub processors” of personal data. Truckcom are the processors, and other partners, such as hosting providers, are not providing a personal data processing service to us in a way that is relevant to the GDPR.
9. If we detect that a breach of personal data has occurred, we will advise you of this via our breach policy.
10. We will submit to any audits or inspections which you, as the data controller, wish to carry out for the purposes of the GDPR.
11. We will provide to you whatever information you require (that we are able to provide) about the way we process personal data under your control.
12. We will notify you if we are requested to do anything by any other party which would infringe the GDPR for personal data under your control. We will, of course, decline such requests.
13. Nothing in this agreement relieves you or us of any responsibilities and liabilities which the GDPR imposes on us.

Truckcom – Client GDPR Agreement

Signed by the Customer (Director, Partner or Owner)

Name:

Signature:

Date:

Signed by Truckcom

A handwritten signature in black ink, appearing to read "Rob Bassham", with a long horizontal flourish extending to the right.

Rob Bassham, Director