



Data Protection Policy

Policy statement

Offshoot Virtual Landscape Services, LLC is committed to a policy of protecting the rights and privacy of my clients data.

Managing Data Protection

I protect against unauthorized access to, or use of, these records or information, which would result in substantial harm or inconvenience to any client. Standards have been used to restrict unauthorized access include the use of:

- password encryption and storage through LastPass icloud service on all computers
- password-protect access to all mobile devices
- insuring a strong password on my wireless router
- authentication mechanisms (2-step verifications; Google Authenticator, locked screens on all devices)
- download and install software updates for all operating systems and applications as they become available
- install, use and regularly update antivirus and antispymware, malware software on every computer used in the business
- use of a firewall for my internet connection
- scan monthly for malware and viruses on devices
- installation of *Find My Phone* and *Find My Mac* on all devices
- secured entry into my home/office
- destroy all sensitive information with an in-office shredder
- frequent monitoring and testing of the information security protocols and systems
- no other person or company has access to personal or clients information

- all personal data is deleted or destroyed by me after our contract expires or client no longer needs my services
- processed documents and data are encrypted and stored in a paid plan on iCloud, Crashplan and/or on Google Docs. Back ups are scheduled continually.
- old devices are wiped clean prior to disposal.
- a process system is in place for lost or stolen equipment to secure contents

Accurate & Current

I will provide my clients with a copy of their data once a year for information and updating where relevant. All amendments will be made immediately and data no longer required will be deleted or destroyed. It is the responsibility of individuals and organizations to ensure the data held by Offshoot Virtual Landscape Services, LLC is accurate and up-to-date. Completion of an appropriate form (provided) will be taken as an indication that the data contained is accurate. Individuals should notify me of any changes, to enable personnel records to be updated accordingly.

Secure

Appropriate technical and organizational measures shall be taken against unauthorized or unlawful processing of personal data and against accidental loss or destruction of data.

All computers have a login system and is password protected. Passwords on all computers are changed frequently. All personal and financial data is kept in a locked filing cabinet and can only be accessed by Debbie Neese. On the seldom occasion where I would use the laptop computer out of the office care will always be taken to ensure that personal data on screen is not visible to strangers. Wireless networks outside my office are never used; instead a personal hotspot through my iphone device is activated.

Incident Response

If a physical or internal breach has been made, local law enforcement will be informed. In the event of exposure of client information, clients of the incident will be notified with a record of the data lost or exposed and given full disclosure of the measures taken to prevent future exposure.