

whitespace
work software


all on mobile

Whitespace Privacy Statement

Whitespace Work Software Limited and AllOnMobile Limited

Document Control

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Version	Date	Published by	Comments
1.0	06/01/2020	Dave Patrick	Initial version
1.1	02/03/2021	Dave Patrick	Reviewed and expanded to include additional sustainability elements

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Introduction

AllOnMobile Ltd and Whitespace Work Software Ltd have created this privacy statement ("Statement") to demonstrate our commitment to Client privacy. Privacy within the All On Mobile (AOM) and Whitespace Mobile (WSM) cloud environments is of great importance to us. Because we hold information of a sensitive nature on your behalf and gather information from our Users, we have established this Statement as a means to communicate our information gathering and dissemination practices.

In order to fulfil our obligations under the UK Data Protection Act of 1998 we do our utmost to prevent unauthorised access to User information by following very strict procedures about the storage and disclosure of User information.

We reserve the right to change this Statement and will provide notification of the change at least thirty (30) business days prior to the change taking effect.

Information Collected

AOM and WSM are not open web sites/Applications, but rather enterprise tools delivered to authorised Clients in a cloud model by AllOnMobile Ltd and Whitespace Work Software Ltd. It is not possible for a non-authorised member of the public to access these systems. The creation and management of User accounts is controlled by Clients who have been granted specific privileges to do so by us.

The nature and amount of the information stored about Users is substantially less than in other, open commercial web sites.

AOM and WSM collects User Name and system authentication details, as well as User authorisation levels. These systems do not collect Users personal details such as contact information (email, address phone, fax, etc.), or billing information (address details, credit card or bank details, etc.).

All User activity within the AOM and WSM cloud is captured in activity logs for a period of 90 days, including attempted logons, errors and change activities. User connections and system performance statistics are also captured real-time.

As well as AOM and WSM details, we also collect details on network interactions with their cloud environment, such as source IP details, Host name, etc. This information is kept for no less than 90 days and is only used for the purpose of protecting the cloud environment from malicious attack.

Use of Collected Information

Information collected within the AOM and WSM cloud is used in a number of ways:

- Environment capacity planning - Analysis of usage trends and patterns helps us ensure that there is always sufficient capacity for the existing and projected load on the cloud environments.
- Support – Log files and access logs are used to investigate software and connectivity queries in the AOM and WSM cloud environments.
- Application development – Usage patterns, system resource and resource utilisation profiles are examined to help guide the future development effort of the AOM and WSM software.
- Client value-add services – our Consultants analyse Client data to identify areas of improvement and to quantify work effort for change requests.
- Billing – AOM and WSM Sales analyse usage information to determine license level and provide feedback to Clients on cost effective licensing models.

Cookies

All On Mobile uses web browser cookies to maintain the manage the user's session state.

Protection of Confidential Information

We take seriously the matter of Privacy and Data Protection. All our employees and members of are made aware of this Privacy Policy.

Since some of our employees, in the course of carrying out their day-to-day responsibilities, may have access to Client data, all are required to sign AllOnMobile Ltd's and Whitespace Work Software Ltd's Confidentiality Agreement. This Agreement stipulates that no employee shall use or disclose to anyone any data or information of a confidential nature relating to any client.

3rd Parties

We do not share any information within our cloud environments with 3rd Parties.

We may from time to time use contract resources as part of deployment, support or development teams. All contract resources are bound by the same Confidentiality Agreements that are in place for employees.

Legislation and conformity

AllOnMobile Ltd and Whitespace Work Software Ltd have signed up to the 1998 Data Protections Act and are guided by the European directive 95/46/EC (processing of personal data).

Additional information

Questions regarding this Statement or the practices of this AllOnMobile Ltd should be directed to our Compliance Officer by e-mailing such questions to gdpr@whitespacews.com or by regular mail addressed to Whitespace Work Software Ltd, White Lodge Farm, Goose Rye Road, Worplesdon, Surrey, GU3 3RJ, UK.