

Data Protection @ Softcat

At Softcat we take data protection seriously, whether it's related to company or personal information that is shared with us during the course of our engagement with our customers. Softcat is committed to being compliant with all applicable data protection laws.

This document provides an overview of data protection at Softcat and how it applies to the various engagements we have with our customers, be they resale, professional or managed services.

Data Protection Registration



Softcat is registered with the Information Commissioner's Office (ICO Registration: ZA169334). This means we are committed to operating in compliance with all applicable data protection laws, including the Data Protection Act 2018 (DPA) and the requirements of the General Data Protection Regulation.

ISO27001 and Cyber Essentials Plus Certified

Security is an important aspect of data protection. Softcat has been independently audited and has achieved ISO/IEC 27001:2013 and Cyber Essentials Plus certification. The scope of these certifications covers how we manage information security across all areas of our business, and independently verifies this to an internationally recognised standard.



Business Continuity

Softcat holds ISO 22301 Business Continuity certification, covering all aspects of our Business Continuity and Disaster Recovery planning. Our services are housed in certified Datacentres offering a high degree of resilience against outages.



What Personal Information does Softcat hold?

For most individuals Softcat will only hold limited personal data, typically; name, job role, business email and 'phone numbers. Softcat is the data controller of this information and will respect data subjects' rights under the GDPR, such as requesting the personal data we hold or being removed from our systems.

Data exchange with most customers is limited to email, instant messenger and 'phone conversations. We do not record 'phone calls but any communication over email is automatically added to our corporate archive. We use a solution that permits us to retrieve and remove data from this archive when required.

Some of our services offerings involve additional data exchange: further information can be found later in this document. Customers requiring more information on data protection in these scenarios should initially contact their account or service delivery manager who can engage our data protection and legal teams as necessary.

More information can be found in our [privacy policy](#).

How does Softcat approach Data Protection?

Prior to the GDPR coming into effect, Softcat undertook a company wide review of data protection to ensure our compliance with the GDPR and the DPA. To ensure this effort continues today a cross departmental team, led by our data protection manager, exists. The objectives of this team are to support continuous improvement of our practices, ensure we are able to meet customers' expectations and address relevant changes in our business operations.

Data Protection compliance is also reviewed by our internal control and compliance committee, headed by our CFO, on a bi-annual basis.

Data Protection for Common Engagements

Hardware and Software License Resale

When Softcat places an order onto a supplier we supply them with the limited amount of personal information required to fulfil that order. Typically this is limited to the name, email address and phone number of a license to and ship to contact. Softcat processes this information as a controller.

The suppliers then becomes the data controller of this information and may use it to contact individuals outside of Softcat's control for purposes such as sharing product information, marketing, providing support and renewals.

Third Party Cloud / Hosted Services

Like purchasing hardware and software Softcat places an order onto a supplier with the limited amount of personal information required to fulfil that order. The supplier then becomes a data controller in respect of this information.

Dependent on the service and data involved, the supplier may become a Data Processor to your organization. When this happens the supplier should offer data processing terms in their standard terms and conditions or as part of a data processing addendum.

Many vendors have taken considerable steps to ensure the GDPR does not introduce barriers to using their service; some have even developed functionality that aids organisations with compliance.

It is important that you assess cloud services with the data you intend to process in mind to ensure that you are meeting your organisations data protection requirements. Softcat will always be happy to assist by facilitating an engagement that supports what can be complex discussions with vendors.

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Professional and Managed Services

Softcat offers a wide range of professional and managed services to support our customers' operations. Depending on the service, it's possible we, or the supplier providing the service, will become a data processor to your organisation.

The delivery of services may involve the use of sub-processors and if so this will be made clear in the contract for the services. Softcat ensure our sub-processors are bound to processing agreements that require they protect the data shared to the same standards our customers expect of Softcat.

We work tirelessly to ensure the security of the managed service platforms that we run for customers. To attest to this, we are certified to Cyber Essentials Plus and ISO27001 standards and regularly undertake internal audits and external testing engagements with third parties.

When Softcat is acting as a data processor customers can enter into a data processing agreement to help demonstrate compliance with the GDPR. These terms are included in the contracts for our services that regularly involve data processing and in other circumstances are available upon request.

If your organisation has specific requirements around data protection above and beyond compliance with the relevant laws then these should be communicated to your account or service delivery managers. For new engagements, please ensure

Alternative Contacts

If you have further questions and cannot reach your usual contacts you can direct questions to the addresses below.

Existing customers of Softcat Managed Services:
SupportCat@softcat.com

All other customers:
DataProtection@softcat.com

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