
Introduction

To provide remote support to our customers, Seven11Systems Limited will frequently remotely connect to a customer's network to investigate and resolve a problem. This policy outlines how Seven11Systems Limited undertakes this process and the measures that are in place to protect a customer's data.

Establishing a Remote Connection

- Remote connections are enabled by using a leading remote support tool (TeamViewer).
- The customer will be notified before any remote connections are established, this will be by phone from the engineer undertaking the work.
- Where the customer has an active support request or ongoing project and the customer is not available on the phone, an email will be sent to the customer informing them of our remote connection.
- Each engineer will log on to the TeamViewer console using their own credentials. Once authenticated, they are able to remotely connect to the appropriate customer site.
- Engineers will use the '711admin' user account on the customer system to complete the agreed work, unless the customer provides a specific account as part of the troubleshooting or testing process. Credentials for and other accounts are not retained by Seven11 Systems.

Customer Data

Seven11Systems Limited respects customer data and the need to ensure both the integrity of this data and that any safeguarding or data protection needs are met.

- We will not remove user data from a customer's servers, unless there is a specific reason to do so, in which case written consent will be requested.
- Data will be transported and stored encrypted, to further reduce any risks of a data protection breach associated with the movement of data off site.
- In certain circumstances, we may need to download system log files, from equipment such as switches, for analysis by the manufacturer. Customer permission, in writing, will be requested prior to the logs being retrieved.

Data Protection and Safeguarding Controls

The following data protection and safeguarding controls are in place:

- Each engineer has their own credentials for remote access.
- Customers can request the connection logs from their sites.
- Customers are notified before any remote connection is established.
- Engineers connect to the customer environment with the Domain Administrator account '711admin'.
- The customer has full control of the '711admin' account and it can be audited or disabled by the customer at any time, if required.
- Customer data remains on the customers site at all times, unless specific data needs to be removed for offsite analyses. Written consent is obtained for this on a case by case basis.
- All engineers are DBS screened.

Further Information

Further information on this policy can be obtained from Dan Woolley, by email dan@seven11systems.co.uk or via telephone on 0124 953711