GDPR Compliance

1. Introduction

1.1 Purpose

This document outlines the policies and procedures implemented by h2o Creative to comply with the General Data Protection Regulation (GDPR), which aims to protect the personal data of individuals within the European Union (EU).

1.2 Scope

This policy applies to all employees, contractors, and third parties who process personal data on behalf of h2o Creative.

2. Data Processing Activities

2.1 Data Collection

- **Types of Data Collected:** Personal data collected includes, but is not limited to, names, addresses, email addresses, phone numbers, and payment information.
- **Methods of Collection:** Data is collected

2.2 Data Usage

- Purpose of Processing: Personal data is processed for the purpose of providing services, customer support, marketing, and improving user experience.
- Legal Basis for Processing: Processing is based on the following legal grounds:
  - Consent
  - Contractual necessity
  - Compliance with legal obligations
  - Legitimate interests

3. Data Subject Rights

3.1 Access and Rectification

Individuals have the right to:

- Access their personal data held by h2o Creative
- Request the correction of inaccurate data

3.2 Erasure and Restriction

Individuals have the right to:

- Request the deletion of their personal data
- Request the restriction of data processing under certain conditions

3.3 Data Portability

Individuals have the right to receive their personal data in a structured, commonly used, and machine-readable format and to transmit those data to another controller.

3.4 Objection and Automated Decision-Making

Individuals have the right to:

- Object to the processing of their personal data
- Not be subject to a decision based solely on automated processing, including profiling

4. Data Breach Management

4.1 Identification and Reporting

- **Internal Reporting:** Any data breach must be reported immediately to the Data Protection Officer (DPO).
- **External Reporting:** If the breach is likely to result in a risk to the rights and freedoms of individuals, it must be reported to the relevant supervisory authority within 72 hours.

4.2 Mitigation and Notification

- **Mitigation:** Immediate steps must be taken to mitigate the effects of the breach.
- **Notification:** Affected individuals must be notified without undue delay if the breach is likely to result in a high risk to their rights and freedoms.

5. Data Protection Measures

5.1 Technical Measures

- **Encryption:** Personal data must be encrypted both in transit and at rest.
- **Access Controls:** Strict access controls must be implemented to ensure that only authorized personnel can access personal data.

5.2 Organizational Measures

- **Training:** Regular training on GDPR compliance must be provided to all employees.
- **Policies:** Internal policies must be regularly reviewed and updated to ensure ongoing compliance with GDPR.

6. Third-Party Processors

6.1 Due Diligence

h2o Creative must conduct due diligence to ensure that third-party processors comply with GDPR requirements.

6.2 Data Processing Agreements

A Data Processing Agreement (DPA) must be in place with all third-party processors, outlining their obligations and responsibilities under GDPR.

7. Data Protection Officer (DPO)

7.1 Appointment

h2o Creative has appointed a Data Protection Officer (DPO) responsible for overseeing GDPR compliance – Mr Nathan Brenninkmeyer.

7.2 Responsibilities

The DPO's responsibilities include:

- Monitoring compliance with GDPR
- Providing advice and training on data protection
- Serving as the contact point for data subjects and supervisory authorities

8. Review and Updates

8.1 Regular Review

This policy must be reviewed and updated regularly to ensure ongoing compliance with GDPR.

8.2 Version Control

- Version: 1.0
- Effective Date: 01 July 2024
- Reviewed By: Mr Nathan Brenninkmeyer
- Next Review Date: 30 June 2025

By implementing and adhering to this GDPR compliance document, h2o Creative ensures the protection of personal data and the rights of individuals, thereby fostering trust and transparency with customers and stakeholders.