



Evouchers

Privacy FAQs

Evouchers – Support Document



This document is maintained by Evoucher's Information Security Compliance team, and reflects the current information security and management procedures, controls, policies and practices across the company. It aims to clarify Evouchers position in the data processing chain and answer frequently asked questions.

Company overview

Company Name	Wonde Limited
Product Name	Evouchers
ICO Registration Number	ZA118834
Head of Information Security	Gemma Stannard
Data Protection Manager	David King
Data Protection email	data@wonde.com

How do Evouchers collect data?

The Evouchers platform is designed to collect data in as convenient a way as possible. All data collected must be provided by the voucher issuer.

When **sending** a voucher, data can be provided through:

1. Directly inputting data into our online platform
2. Using a CSV template to upload bulk data
3. (If you are a school) Data can be integrated from your MIS using a Wonde connection.

When **receiving** a voucher digitally, additional data may be provided directly by the recipient when creating an account.

Evouchers does not collect data through publicly available sources or any other method of data collection.

What data does Evouchers process?

The data processed by Evouchers is dependent on the method you use to provide information to us.

1. If you are providing details **directly** with our Evoucher system, then in general Evouchers will need to be provided with the names of the individuals who will be sent a voucher, along with a form of contact information.
2. If you are providing data via **CSV upload** then a template will be provided to you. This template will include an overview of the information required.
3. If you are a school using an **MIS integration**, then a full list of data sets will be provided to you prior to approving the connection.

Where is data stored?

Evouchers use Amazon Web Services (AWS). These storage facilities are based in Ireland which keeps all school data within the European Economic Area (EEA).

AWS is a data storage supplier that offers the highest level of security to ensure it is compliant with the UK GDPR and the Data Protection Act 2018. Many government departments now use AWS including HMRC, the DVLA and Ministry of Justice.

Will any data be transferred outside of the EEA?

No data belonging to voucher recipients is processed outside of the EEA.

We do engage with sub-processors for the purpose of providing customer support, in these cases data may be stored outside of the EEA. Further details can be provided by request.

How long does Evouchers retain data for?

Evouchers will retain data for the duration for which our services are being utilised. Please see the [Data Processing Agreement](#) for further information on data retention.

What software will be installed?

Evouchers is a web-based application, it does not require the installation of any software.

Do Evouchers undertake DBS checks?

All employees undergo a Disclosure and Barring Service (DBS) check carried out by a certified third party.

Does Evouchers hold any independent security accreditation?

Evouchers hold the following security accreditations:

ISO27001

Cyber Essential Plus

Data security is at the core of our business and is led by the internal data compliance and security team, ensuring our internal processes meet the highest standards.

Which data protection laws apply to Evouchers?

In the UK, there are two key relevant data protection laws ("**Data Protection Laws**") including the UK General Data Protection Regulation ("**UK GDPR**") and the Data Protection Act 2018 ("**DPA 2018**") which sets out key principles and regimes to govern the protection of personal data.

The Evouchers [privacy notice](#) sets out the lawful basis upon which it processes any personal data in the provision of our services.

Evouchers ensures it enters into all appropriate contracts with the relevant parties to facilitate its services and to ensure compliance with the data protection legislation, including the UK GDPR and the DPA 2018.

Is Evouchers a data processor or a data controller?

When issuing a voucher Evouchers will act as a data processor of the voucher purchaser. If a voucher recipient is required to set up an account with Evouchers, then Evouchers will act as a controller for any additional data provided by the voucher recipient.

Does Evouchers have a data processing agreement?

Yes, an example of our Data Processing Agreement (DPA) can be found here:

<https://evouchers.com/downloads/data-processing.pdf>

Can Evouchers delete data it stores?

Yes - you can request that evouchers delete the data that has been provided to us.

Does Evouchers have a data breach policy?

Yes. Wonde has internal and external procedures and policies in place to deal with any data breaches or incidents.

Questions?

If you have any questions or would like further information please contact:

support@evouchers.com.