

MJW

Data Sovereignty Policy

Terms of engagement

Essential understanding about CiviCRM ownership

CiviCRM is an ongoing Open Source software project with regular updates for general product updates and improvements, security requirements, and more. We review updates before they are deployed, but cannot 100% predict how they will affect individual configurations as every configuration is different.

By commissioning us to install and configure your CiviCRM configuration, the client is taking on responsibility for a specifically configured piece of Open Source Software that will need maintenance, servicing and fixing at the client's cost.

Hosting and maintenance fees are on a rolling monthly contract, with 30 days notice required to cancel the agreement.

Data Protection and Third Party Services

Servers	Amazon Web Services (Ireland)
Email	Amazon Web Services (Ireland)
Backups	Amazon Web Services (Stockholm)
DNS	Amazon Route 53 (if we are managing DNS services for your domain)

GDPR Compliance

MJW is a registered ICO Data Protection Fee payer and is committed to complying with the General Data Protection Regulation (GDPR). As such, we would like to outline our respective responsibilities as a processor and a controller of personal data under GDPR, which we will uphold in our contract with you.

Client as Controller:

As the controller, you are responsible for determining the purposes, conditions, and means of the processing of personal data. You must ensure that the processing is carried out lawfully, fairly, and transparently, and that only the minimum amount of personal data necessary for the intended purpose is collected. You must also provide clear and specific information to data subjects about the processing of their personal data and ensure that they can exercise their rights under GDPR.

MJW as Processor:

As a processor, we will process personal data on your behalf and only on your documented instructions. We will implement appropriate technical and organisational measures to ensure the security and confidentiality of the personal data, and assist you in fulfilling your obligations under GDPR. We will also ensure that individuals who process personal data on our behalf are subject to appropriate confidentiality obligations and promptly notify you in the event of a personal data breach.

Both parties:

Both parties can be held liable for breaches of GDPR and must ensure compliance with its requirements. We trust that by working together, we can ensure that we both comply with GDPR and protect the personal data we process.

Read more about the GDPR [on the Information Commissioner's Office website here](#)
MJW's ICO Data Protection Fee Payer: [Registration number: ZA738230](#)

If you have any questions or concerns about our respective responsibilities, please do not hesitate to contact us.