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Hello again and welcome to our latest newsletter.

We really like hearing from you, and will always welcome your comments, so please keep in touch.

Which files to Back Up?

When you hit the backup button, the system will either tell you that backup has been completed or that there is an error. In the latter case, don't hesitate to contact us to sort out the problem.

When the backup has been completed, two files are created, each named and also stamped with (yyyymmddhhmmss) - the year, month, date, hour, minutes and seconds. They will be both stored in the folder named in the Backup Location box just above the Backup button.

To take a copy of this back up elsewhere, copy (never move) these two files and then paste them wherever you want. Or right click the files and "Send To". Don't try to copy or move a file that doesn't have all that stuff in brackets, please, as that might be dangerous.

Alternatively, you can change the backup pathname, on a one-off basis, and then go for the backup button again. Be careful with the pathname to avoid errors, but you can do this as often as you like.

One way of keeping the backup folder neat (and easily find a particular backup) is to create sub folders within it, such as 2018-01, 2018-02 etc, and then move all the January backups into the 2018-01, the February into 2018-02 and so on. Once 2018 is finished, all those subfolders could be put into one 2018 folder. We can show you how to do this if you like.

We still recommend keeping period end backups safely elsewhere, properly labelled.

As always, if you need help, please just ask us. Thanks.

Holidays

Angela, who normally answers the phone, will be away on holiday from June 1st to 8th inclusive.

Please would you make sure that all your staff know that the best method of getting in touch with us is by email, as shown below, particularly as, while the rest of us will still be here, Angela will not be taking calls while she's away.

Our apologies for any inconvenience this may cause.

Security

As if we hadn't all got enough on our plates, what with all the usual regulations, GDPR and all the work that's causing, rule changes, Making Tax Digital and so on, the problem of security has popped up recently. And not in a good way.

Another legal accounts software supplier was hacked into this month. Before you leap to any conclusions, we're only aware of mischievous emails being sent to Lawbyte users, so the problem may not be that widespread. The supplier's system sent out emails from some of their computers (i.e., not all generated from the same sender), in the relatively early hours of the morning of May 9th (from about 5 to 7am), mentioning Lawbyte Enquiry.

Each email contained a document. Empty, as it happened, but the screen then showed VBA/TrojanDownload.Agent IBB [trojan].

Some people's security stopped this from getting into their Inbox (some people routinely delete emails from this firm so it wasn't dangerous to them anyway), and the sending firm leapt into action later to apologise for the emails and ask recipients to delete them. Nevertheless, this could have been a very nasty attack and it could have had severe consequences.

Please, please, please, make sure that you take backups of valuable data, especially Blue Tuesday stuff, every day if possible, and please make sure you have a copy stored somewhere other than on your computer or server, preferably off site. We can get you going again if you do, but if everything on your computers and server has been infected, you may lose an awful lot of data and/or have a lot of work to redo to get back to where you were.

That's really not worth the risk for just a few minutes each day, is it?

General Data Protection Regulation Privacy Notice

- 1 Blue Tuesday Limited (we) take responsibility for complying with the GDPR, at the highest management level and throughout our organisation. Under the terms of GDPR we are data controllers. We may hold personal records of Partners, Directors or employees of firms with whom we do business; these personal details will be limited to surname, forename, email, position within the firm, details of employer, work phone number/s and mobile phone number/s. These details will be processed for legitimate interests in that we need to contact our clients in the course of our business for reasons of, for example, providing technical support for our software system or updating the computer software which we have supplied to them under contract. If we do not hold the data mentioned, we will not be able to provide these services. We will not record, note or hold sensitive further personal data for these persons. The personal details will come from within the firm we are doing business with, or the person themselves, or from data publicly available on the website of the firm or of The Law Society.
- 2 Personal data shall be processed fairly and lawfully and only if we have a legitimate basis for holding it, shall only be obtained for one or more specified legal or regulatory purpose and not processed further in any manner incompatible with said purpose/s, shall be adequate, relevant and not excessive, shall be accurate and, where possible, kept up to date, shall be processed in accordance with the rights of data subjects under the current data legislation, and shall not be kept for longer than is necessary for said purpose/s. Appropriate measures will be taken against unlawful or unauthorised processing of personal data and against accidental loss, damage or destruction.
- 3 Personal data will be held as computer data. This data will not be shared with any third parties but may be visible to and used by Directors, employees and consultants of Blue Tuesday Limited.
- 4 We will either verbally or in writing give people for whom we hold personal data the following information:
 - Our identity (*Blue Tuesday Limited of 20-22 Wenlock Road London N1 7GU — contact details below*)
 - The purpose/s for which we intend to process the data (*in order that we may contact the relevant people for the purposes of providing technical support services, programme updates or discussions, emails or documents relating directly to the services we provide as supplier of Blue Tuesday software*)
 - Details of the data held (*surname, forename, email, position within the firm, details of employer, work telephone number and mobile telephone number*)
 - The opportunity to request change or deletion of some or all of the data (*contact us by email at any time to make such a request—support@bluetuesday.co.uk*)
- 5 From time to time we may contact persons for whom we hold personal data to request their verification that the data is still accurate. Should this result in corrective information being received, the records will be amended, but we may retain a record of the previous information and record the date and circumstances of the amendment. If any individual is not satisfied that we have taken the appropriate action to keep their personal data accurate, they may apply to a Court for an order to rectify, block, erase or even destroy the inaccurate information.
- 6 Personal data held regarding personnel of firms to whom we supply Blue Tuesday software will be deleted on request, subject to the policies outlined in paragraph 7, but accounting records will be retained securely in accordance with regulatory requirements and support/update records may be retained for the purposes of improving our support and/or software services.
- 7 Persons for whom we hold personal data have a right of access to a copy of the information comprised in their personal data but we may require the request to be put in writing and may request a reasonable fee for providing the information where requests for the same may be considered excessive. The information will be supplied as soon as possible and in any event a response will be sent within twenty five working days. Personal data will not be disclosed to third parties. Persons for whom we hold personal data may object to processing that is likely to cause damage or distress and may, in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed. They may also have the right to claim compensation for damages caused by a breach of Data Protection regulations.