



MDS TELE-SERVICES NEWSLETTER



Telemarketing Christmas Newsletter 2017

As the festive season draws near it's time to reflect on not only the year just past but also to think about what the future may hold.

Much has happened over the last 12 months and our relationship with Europe is still changing. Even with our separation from Europe some legislation will still come into force in the forthcoming months.

The Data Protection Act will be replaced with the General Data Protection Regulation (GDPR) in May 2018 and it will affect any one who holds information about individuals and companies, whether you are a sole trader, charity or larger business.

Included in the changes is that businesses must be able to show a record of how and when consent was obtained from an individual to use and keep their details.

A tick box will no longer be sufficient. A full audit trail must be kept including consent forms and you must show why data is kept and how it is processed.

Individuals must have the ability to easily withdraw their consent to the holding of their data at any time and their details must be permanently erased from a companies database on request.

If you have a data breach, the new regulations will force you to inform the authorities within 72 hours.

If you haven't already done so it is recommended that you access some of the many training events available prior to the May deadline to get your data management systems in place.

Information about the changes is available from several agencies, BT has produced a useful guide called Dealing With New EU data-Protection Regulations. <http://connect2.globalservices.bt.com/eu-data-protection-regulation-whitepaper>



On a lighter note MDS Services have had a varied year, highlighted by the success of our courier in his V8 stock car. He qualified for the British Championship and also for the world Championship Final finishing 13th and 17th respectively.

Even though his collision at Stoke in November prematurely ended his season and the challenge for 1st place in the white and yellows championship, he was able to hold on to second place in the points table and was only overtaken in the very last race of the last meeting of the season but still finished a creditable 5th overall.

The car is now in the garage for the winter for a complete body refurbishment and engine rebuild.

Watch this space for reports of progress in the next season which starts in March.

And Finally

To all our readers we would like to wish you a very happy Christmas and a prosperous 2018 from all at MDS Services

Merry 
 *Christmas*