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### **Remote Support Policy**

Computer Solutions offers remote support and assistance in compliance with guidelines set out by the Data Protection Act 2018, General Data Protection Regulation (GDPR), The Privacy and Electronic Communications (EC Directive) Regulation 2003 (PERC), Cisco Networks and The Microsoft Corporation.

In adherence to this Computer Solutions additionally maintain a strict company policy to prevent a breach of security, loss of data or access to sensitive or confidential data.

Computer Solutions uses a software host that allows secure access to the remote computer for diagnostic and support reasons. The end user has the option to disable the host making it impossible for any remote access to the device. The host would need to be enabled before any remote support can be given. The host is protected by a two tier password with at least 256 bit encryption. Only Computer Solutions has the clearance to access the remote management area and there is a further additional password required to log in to the remote device. This can be either (a) our secure password, known only to Computer Solutions, (b) the log on password on the remote device, known only by the end user of the device or (c) the randomly generated password on our remote support software, known only by the end user of the device.

Computer Solutions will never remotely access your device unless the company's policies and procedures have been followed. Computer Solutions have a strict internal remote support company policy for all remote support sessions.

At no point during any secure remote support session will Computer Solutions ask for any passwords or other sensitive information unless it is required to solve the problem.

As part of Computer Solutions ongoing security policy to keep end users safe and secure Computer Solutions will check that the devices anti-virus, firewall, internet security and operating system is fully up to date. If any updates in these software items are required Computer Solutions will complete these for you. Upgrades to newer versions of the software items will only be completed if your existing license supports this.

Last Updated: 22nd April 2019.

V.190422