ServicePRO GDPR Compliance

GDPR

What is the GDPR?

The General Data Protection Regulation ("GDPR") is a new European privacy regulation, which replaces the "EU Data Protection Directive ("Directive 95/46/EC") and was designed to harmonize data privacy laws across Europe, to protect and empower all EU citizens data privacy and to reshape the way organizations across the region approach data privacy." Retrieved from EUGDPR.org

For the past few decades, Help Desk Technology's product supports privacy, security, compliance and transparency. In conjunction, HDT is committed to compliant with European Union (EU) data protection requirements including those set out in the General Data Protection Regulation ("GDPR") which is effective on 25th of May, 2018.

Under the GDPR, when a company collects and transmits, hosts or analyzes personal data, individuals have a right to know if an organization is processing their personal data and to understand the purposes of that processing. An individual has the rights to have their data deleted or corrected, to ask that it no longer be processed, to object to direct marketing, and to revoke consent for certain uses of their data. The right to data portability gives individuals the right to move their data elsewhere and to receive assistance in doing so. Therefore, our contractual commitments guarantee that our customers can:

- Respond to requests from user subjects to correct, amend or delete personal data.

- Track and Record any processing of personal data.

- Be made aware of and report personal data breaches to relevant supervisory authorities and data subjects in accordance within GDPR timeframes.

- Demonstrate their compliance with the GDPR as pertaining to HDT's Services.

To whom does the GDPR apply?

The GDPR applies to all Companies, Government Agencies, Non-Profit, and other organizations that are established in the EU and processing "personal identifiable data" of EU residents. Personal data is any information relating to an identified or identifiable natural person.

What implications does GDPR have for organizations processing the personal data of EU citizens?

The GDPR regulates the collection, storage, use and sharing of "Personal Data". If the data belongs or relates to EU residents, then the company need to comply with GDPR on a continual basis, by implementing and regularly reviewing robust technical and organizational measures, as well as compliance policies.

How has HDT been preparing for the GDPR?

HDT will be compliant with the GDPR when it becomes effective in May 2018. Our consulting team is working with customers in the European Union to answer their questions and to help them prepare for using HDT's Services after the GDPR becomes effective. Additionally, our product team is reviewing HDT's current product features and practices to ensure we support our customers with their GDPR compliance requirements.

Does HDT currently provide any product specific features/functionality in its Support product to assist us with our GDPR compliance program?

1. HDT provides customers the option to delete Service Data that may contain personal data, such as User profiles, Company Profiles, Service Requests, images, and attachments. Within the HDT Support product, Administrators and Support Reps (collectively described as "Users") have profiles with assigned roles, as described here.

    i. **Support Rep Profile Deletion**: HDT currently supports the deletion of Support Rep profile information as described here. This documentation also provides details on how to permanently delete the users and undo/reactivate deleted user.

    Administrators can delete profiles of all Users, including Support Reps. Administrators can also downgrade Support Reps to End user status, deactivate then permanently delete the deactivated profiles.

    Once the Support Rep is deleted, assigned service requests will be unassigned from their service before deletion of the profile.

    ii. **End-User Profile Deletion**: HDT currently supports the deletion of End-User profile information as described here.

    Both Support Reps and Administrators can deactivate the End-User profiles however, only Administrators can delete End-User profiles permanently.

    Once the End-User is deleted, requester of their requests will be marked as [User Deleted, End-User profile is removed from the User Interface and the End-User identity is deleted from the system permanently.

    iii. **Company Deletion**: HDT currently supports the deletion of Company profile information as described here.

Administrators can deactivate temporarily or/and delete all Company profiles permanently

iv. **Service Request Deletion**: Both Administrators and Support Reps with 'Delete Request' permission role applied within their queue folders, they have the ability to delete service.

v. **Purge Service Request**: Service Requests can be purged permanently as described here.

Administrators can purge service requests in bulk for a specific period of time, all closed requests or by queue folder.

vi. **Attachment Deletion**: HDT currently support deletion of attachments within Objects pertaining User data. For more information about Document management, please refer here.

Administrators can delete the attachments within objects and service requests.

Support Reps can delete the attachments that were originally attached by them to the Service Requests.

End-Users can delete the attachments that were attached by them to the service requests where they are the requester.

2. HDT currently provides tracking/audit trail for adding, updating and delete of Data that may contain personal data. Within the HDT Support product, users with Data Analysis permission role can currently generate and preview reports as described here.

   i. Audit trail on add and delete of Service Requests.
   ii. Audit trail on add and delete of Purchase Requests
   iii. Audit trail on add, update and delete of Users
   iv. Audit trail on add, update and delete of Companies
   v. Audit trail on add, update and delete of Roles
   vi. Audit trail on add, update and delete of Teams
   vii. Audit trail on add, update and delete of Organizational Units
   viii. Audit trail on add, update and delete of Queue Folders
   ix. Audit trail on add, update and delete of Categories
   x. Audit trail on add, update and delete of Assets
   xi. Audit trail on add, update and delete of Products
   xii. Audit trail on add, update and delete of Business Rules
   xiii. Audit trail on add, update and delete of Project Templates
   xiv. Audit trail on add, update and delete of Custom Forms
   xv. Audit trail on add, update and delete of System Email Accounts
   xvi. Audit trail on add, update and delete of Best Solutions

These are the features and functionalities currently supported. HDT will update/add more features and functionalities upon requests from our current or prospective customers as a funded development. For more information, please contact our Technical Support.