Vonage®

How to Safeguard Customers and Build Trust

Through Communications

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Key Takeaways

- Discover the implications of GDPR and other security protections for consumer-focused communications services
- Ensure your consumer-focused communication service is prepared for security issues
- Identify potential challenges that businesses of all sizes may have to navigate and overcome
- Learn the value in third-party auditing

€20 million or 4% of your company’s revenue

Preparedness


We are GDPR
Compliant

The Compliance Stick

GDPR

PCi

Top 10

1) Conduct data inventory and mapping. This is where you start.
2) Establish a lawful basis for data processing and cross-border transfers.
3) Build and maintain a data governance system, including establishing leadership (where appropriate, a data protection officer, setting forth policies and training personnel).
4) Perform data protection impact assessments, along with data protection by design and by default.
5) Prepare and implement data retention and record keeping policies and systems.
6) Meet information transparency and communications obligations.
7) Configure systems and put in place processes to accommodate data subjects' rights, including access, rectification, erasure, portability, objection to automated processing and revocation of consent.
8) Prepare for security breach response and notification.
9) Have a sound vendor management (processor) protocol.
10) Establish systems and channels for communicating with your data protection authority.

Controllers, Processors, and Data Subjects

Data Controller

Data Subject

Data Processor

72 Hours

If you have a data breach, you have 72 hours to tell the ICO about it.

CISO and DPO


Compliance & Audits
Identity Management
Risk Management
CISO
Security Operations
DPO
Governance
Budget
Legal & Human Resources
Project Delivery Lifecycle
Business Enablement

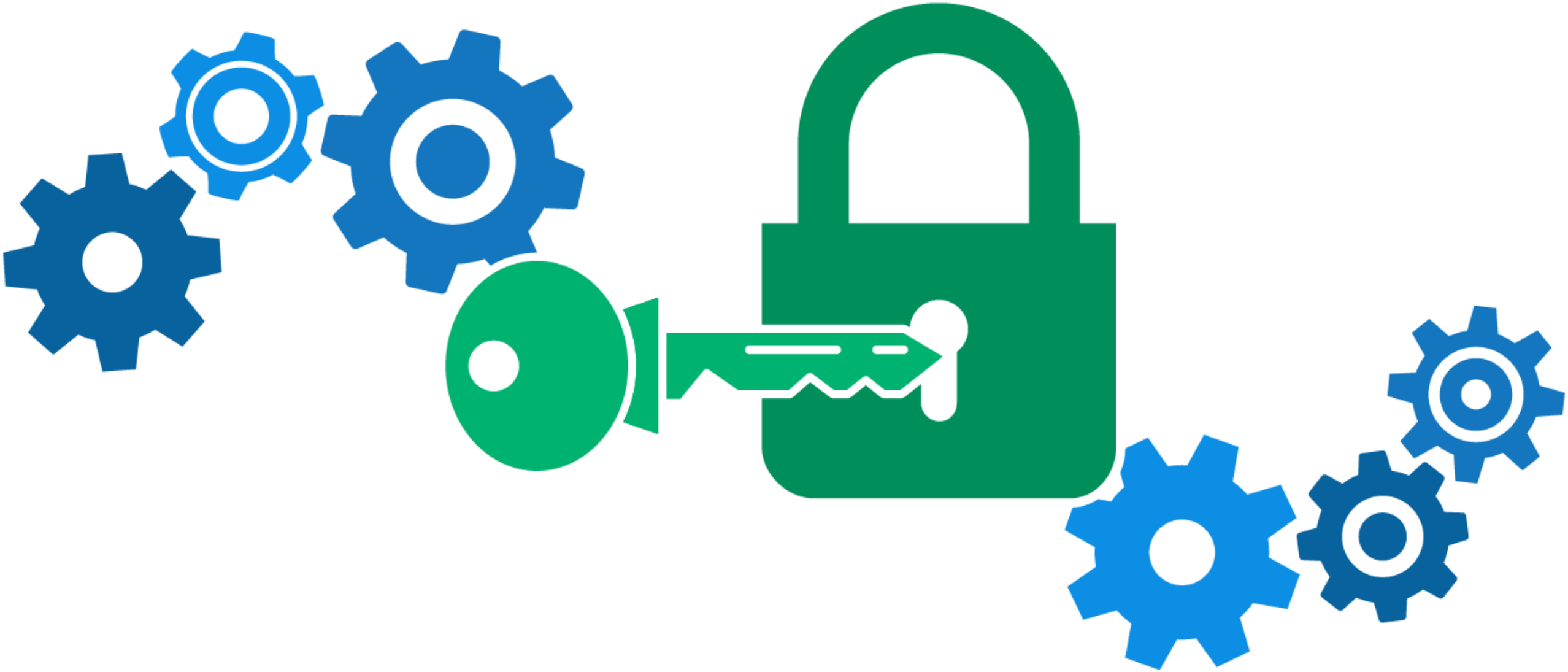
Data Inventory & Mapping

Pseudonymization

Encryption


FUSSBODENSCHLEIFMASCHINENVERLEIH
03 54
n-hamburg.de
Selbermachen lohnt sich!
Plehnert's
Mietmaschinen
Das perfekte
Do-it-yourself-System
zur Renovierung alter
Holzfußböden
Plehnert's
Mietmaschinen

Encryption



HITRUST CFS 9.1

HITRUST®

CFS 9.1 Update

General
Data
Protection
Regulation

Attestations

GDPR

- **All rights reserved**: The GDPR makes a big deal about protecting 'data-related rights' but what exactly are these rights? Well, according to the UK's **Information Commissioner's Office**, EU residents will be entitled to the following:
- **The right to be informed**: organizations must state clearly how they intend to use personal data. That means an end to excessively complex and long-winded privacy policies.
- **The right of access**: organisations must provide individuals access to the data they hold on them without any charge.
- **The right of rectification**: if the data held by an organisation is found to be incorrect, it must be amended and the correction must be sent to any third parties with whom the incorrect data was shared.
- **The right to erasure**: EU residents can ask organisations to delete their data and prevent further processing of it.
- **The right to restrict processing**: individuals control how and where organisations use their data.
- **The right to data portability**: individuals must be able to export their data in an open format, such as CSV.
- **The right to object**: This grants individuals a wide-ranging ability to ask organizations to stop processing their data.
- **Rights regarding automated decision making**: This grants EU residents the right to know when a decision was made automatically/algorithmically (e.g. by artificial intelligence, or AI) regarding their personal data.