GDPR Compliance with CellarStone

Overview

General Data Protection Regulation (GDPR) proposed by the European Commission will strengthen and unify data protection for individuals within the European Union (EU), whilst addressing the export of personal data outside the EU. The primary objective of the GDPR is to give citizens back control of their personal data.

The GDPR redefines the understanding of the individual's relationship with their personal data. It relates to an identifiable living individual and includes names, email IDs, ID card numbers, physical and IP addresses. This law grants the citizen substantial rights in his/her interaction with Data controllers, those who determine why and how data is collected such as a government or private news website and Data processors, those who process the data on behalf of controllers, such as an Indian IT firm to which an E.U. firm has outsourced its data analytics.

CellarStone specializes in sales commissions and incentive compensation software and solutions. Our staff has been pioneers in this sales commission business space, with significant domain expertise and experience. CellarStone provides consulting services for Sales Compensation and Variable Pay systems implementation. With deep knowledge and experience in this Enterprise Incentive Management business area and good understanding of the vendor offerings, we can help take the risk out of your projects.

With CellarStone's Compliance Center, GDPR is easy!

A unique software and solutions

CellarStone specializes in sales commission software as well as incentive compensation software and solutions. With the Compliance Center, users obtain actionable intelligence on their GDPR related activities and can directly take proactive or corrective actions to ensure that their practices are aligned with the principles of the regulation.

The Compliance Center offers an innovative "Compliance Assurance" application displaying multiple dashboards to gauge the adherence of the organization to the best data governance practices for capture and retention. Whether organizations need to verify that all data concerned is adequately encrypted, prevent breaches by detecting abnormal behavior, verify that consent has been recorded and is discoverable, or track the quantity and the quality of the data stored, the Compliance Center delivers a tailored solution.

Indeed, by applying thresholds onto the aggregated data, users can specifically focus on the policies and campaigns that include or process private data and effectively monitor these activities so as to detect vulnerabilities or accommodate the requests of their customers to delete their data or obtain a copy of the latter. With the "Policy Manager" application, which centralizes all retention policies and comprises mission-critical mechanisms to manage the data archived, authorized users can take direct action and dramatically reduce the time needed to detect breaches or delete/extract specific interactions.

Simplifying GDPR Compliance

To accommodate requests to exercise the Right to Be Forgotten, the Compliance Center makes use of advanced data tagging which can retrieve the data associated with any customer ID. It also comprises dedicated workflows for authorized users to perform deletions and/or extractions without the need for 3rd party or professional services. As such, these actions are performed promptly and in strict adherence with the organizations procedures for policy enforcement.

Based on the market leading Engage platform, the Compliance Center provides an end-to-end media encryption approach protecting information during every stage of its lifecycle: capture, use, transmission, and storage. Encryption can also be performed on historical interactions, as a corrective measure.

Overall the Compliance Center offers a single solution for GDPR compliance and a wealth of features and applications that address the needs of all stakeholders in the Call Center – IT, agents, and compliance, in order to power the adoption of a "compliance by design" approach without creating additional overheads.

Taking the Next Step with CellarStone

One of the most important challenges on your journey to compliance is the first one: working out how far away you are from compliance and what you need to do next. Some requirements are more onerous than others and can carry greater penalties for non-compliance. Very few organizations will be able to comply with GDPR without adopting some new measures and controls. A number of companies will need a major overhaul of their data systems and policies. Fortunately, CellarStone has the skills and resources to help your team understand the full implications for your particular enterprise and to achieve compliance by the time the regulation comes into effect.

CellarStone, Inc
650-242-0008
info@cellarstone.com
www.cellarstone.com

Requirement	CellarStone
Ensure website's privacy policy is updated with processing the data, retention periods, the right to complain.	**Compliant**
Ensure website contains opt-in forms for collecting personal data and information about the purpose of collecting the data	**Compliant**
Ensure website contains cookie consent and inform visitors in plain language about the purpose of cookies.	**Compliant**
Ensure the website protects the rights of individuals about personal data correction, delete data, stop processing or even receive a copy of their data - https://trust.cellarstone.com/	**Compliant**
Data transfer and disclosure – Make sure to ask user's approval to transfer data outside the EU/EEA.	**Compliant**
Make sure to append a "Data Protection Addendum" policy when processing EU people and company's data.	**Compliant**
Make sure to designate a Data Protection Officer – responsible for data related data subjects	**Compliant**
Encrypt all personal data and inform users about it	**Compliant**
Store backup, logs in safe place and encrypt	**Compliant**
Patch web vulnerabilities – Conducts period penetration tests, vulnerability tests and patches effectively.	**Compliant**

Conclusion

GDPR protects your company and It's important to understand these requirements, and their implications for your company, and implement them within the context of your company. Such implementation would require a dedicated effort, like that of running a project. The General Data Protection Regulation is a big step to the bright future of the modern personal data market. CellarStone is compliant with the requirements of GDPR and able to demonstrate compliance.

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