

Doing GDPR right!

Reference of a complex **GDPR** solution for client's data administration in the volume of **500.000+**



1 Fulfilling expectations of the GDPR solution implementation is our goal

- ✓ **Fulfilled deadlines and requirements given by the legislature and eliminated risks regarding the complaints related to the GDPR introduction.**

The bank and insurance company environment of the client has repeatedly manifested the importance of having an IT provider who offers a tested solution and has a GDPR experience.

- ✓ **Delivery of a complex GDPR solution with a universal integration platform for data analysis.**

We are always aware of the fact that one client keeps some 100+ various files based on the type of company (including the business focus and unusual data regarding physical persons which was processed in accordance to the GDPR guidelines).

- ✓ **The unification of persons was solved based on the GDPR - detection, comparison and authorisation of the person's identity. The unification of persons in the form of clients represents the future of data consolidation in various company systems.**

We know how to classify hundreds types of data. Among the less known and relevant analysis and user protection options are: the IP address of the user, cookies or NDA, pictures, videos or call records.

- ✓ **Clients often reach for an integration platform which has been already tested, implemented and has reliable other clients' references.**

The client received and has been using a unified solution for various countries. Thanks to that, the client has effectively implemented the solution in the company branches across the EU.

The GEM System integration of solutions into the client's IT infrastructure including the addition of dozens of further solutions.

Our work is based on years of experience with the system integration into technological structures of big companies.

- ✓ **The support of new GDPR related processes were implemented internally. The IT solution provider secured the process support for the client's GDPR consultations, new functions and applied approaches.**

The client is eligible to require data from the company's records, including setting the deadlines and forms of the output data. Due to GDPR regulations, new processes need to be implemented - with a direct impact on the company's internal processes.

Transferability of client's data is a mandatory option. Nevertheless, following an evaluation in each case, one can determine whether the option is mandatory for the company in question or not.

The introduced role of a DPO representative (data protection officer) for the regular supervision over the fulfilment of GDPR regulations. The representative is set up by law as a responsible person for the GDPR issues. That includes dealing with complaints and following problem solutions. The DPO representative has a major responsibility in the framework of the GDPR implantation and thus needs to be a company's priority.



2 Overall solution benefits for the client

- ✓ An important tool besides the GDPR use is the GPM (*GEM Process Manager*, see: <https://www.gemsystem.cz/reseni-a-sluzby/integrace/gem-process-manager>). It is designed to process team activities within internal company processes and includes processing of tasks and their finalization.

We secured the approval process and document revision for contracts and complicated processes in cases of timely contract anniversary reminders.

E-mail notifications were introduced in order to support functions and activities of the workflow tool.

Efficient general use of the GPM not only for GDPR purposes serving company's needs.



3 Client's evaluation regarding the implementation of the GDPR solution

- ✓ The GDPR solutions which are currently offered by many firms focus on the level of schooling and regulation changes. But that is only a small portion of a duly administrated process of the GDPR implementation. GEM System clients repeatedly express their appreciation of an experienced integrator with his own complex GEM GDPR Suite. It uses integration platforms with an extensive long-time experience.
- ✓ Clients value the GEM System experience and know-how. The solution was ordered for the company's Czech branch and other branches across the EU, eventually.
- ✓ GEM System as the solution provider always adapts the solution to client's requirements (workflow configuration, reports, interface with other systems a.o.)

4 What are the expectations regarding operation, service and further development of the solution?

- ✓ The IT department usually expects a system which can be run by the department itself without the necessity of substantial servicing.
- ✓ The support and maintenance affects possible migrations, daily operation monitoring, support for issues related to persons appointed by the client a.o. The IT department will get a guaranteed service by the provider.
- ✓ Certain solution components (GMP – processing workflow, unification of persons) can be used for other purposes/requirements, too.



5 Specifications of the GEM GDPR Suite solution:

- ✓ <https://www.gemsystem.cz/reseni-a-sluzby/bezpecnost/gem-gdpr>



PROVIDED SERVICES

