



GDPR Workflow

White Paper

SoftCo

The European Union is implementing new legislation with the objective of protecting personal data of citizens within the EU and giving them more control over how their data is used. Hefty fines will be imposed for noncompliance, so if you aren't already taking steps to prepare for the arrival of General Data Protection Regulation (GDPR), then it's time to start.

What is GDPR?

All personal data that is collected by an organization needs to have been collected lawfully, transparently, and for a specific purpose. Once that purpose has been satisfied the data needs to be removed from the organization's database.

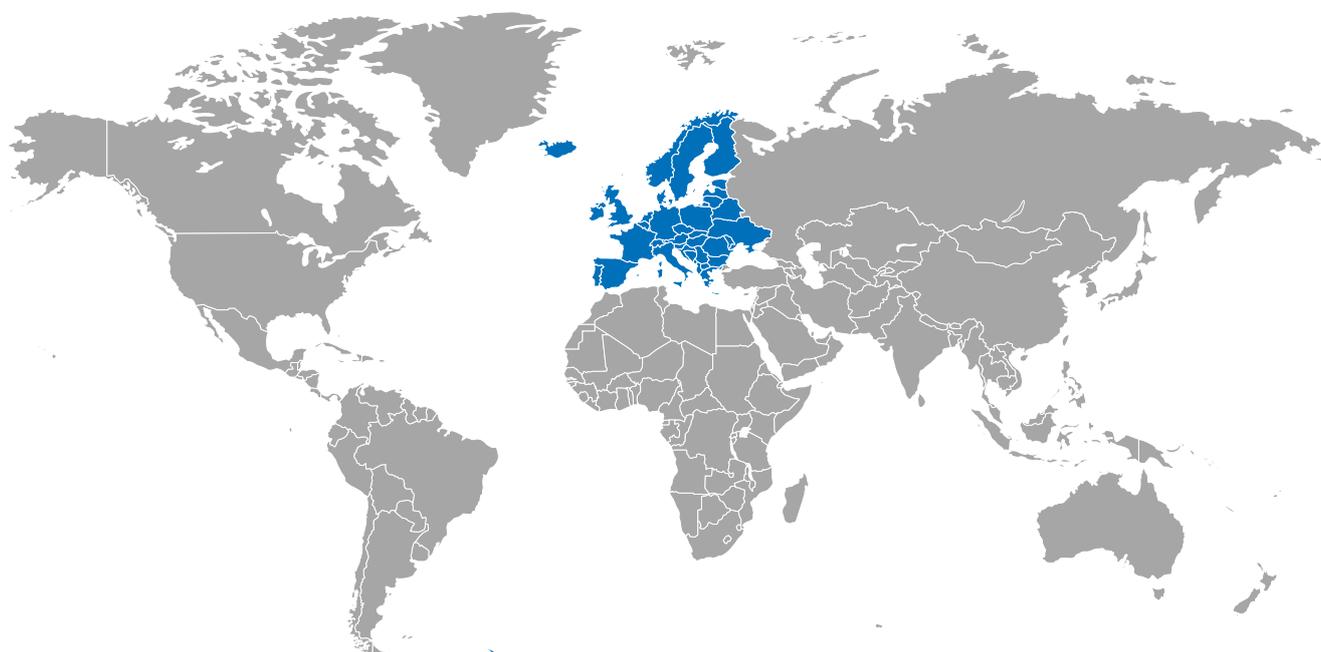
Who is affected by GDPR?

GDPR affects any organization based within the EU or any foreign organization that possesses any personal data of EU residents. Personal data includes a name, a home address, a photo, an email address, bank details, posts on social networking websites, medical information, or a computer's IP address.

It is safe to say that wherever your organization is located, if you possess ANY personal data belonging to EU citizens, then you need to take necessary steps to ensure successful GDPR compliance.

What are the possible penalties for companies that don't comply?

Breaching the rules of GDPR will prove costly to your organization. Hefty fines of €20 million (roughly \$24.5 million,) or four percent of the company's global revenue (whichever is more) can be landed on organizations who do not comply.



How SoftCo can help your organization comply with GDPR

GDPR is the responsibility of the entire organization and finance departments have a number of actions to take to ensure GDPR compliance. SoftCo's Enterprise Content Management (ECM) solution provides capture, document, and workflow management which will aid your organization in becoming fully GDPR compliant.

Identify and digitize all personal data that your organization possesses

Many organizations have decade's worth of letters, contracts, and other correspondence stored on network shares, in filing cabinets, and in offsite storage facilities which may contain personal information that is in breach of GDPR.

GDPR requires organizations to audit personal data and determine whether or not the data needs to be removed.

How SoftCo can help:

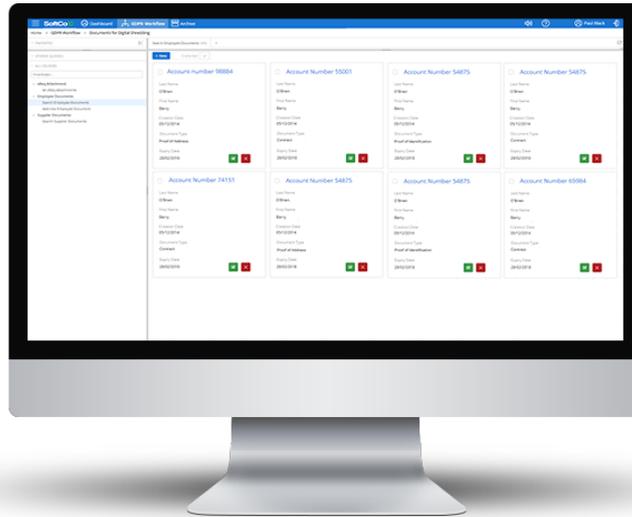
SoftCo Outsource delivers an end-to-end service that captures documents and data in various formats including paper, email, PDF, XML and, EDI. These documents are then scanned/imported into the SoftCo10 Enterprise Content Management (ECM) solution for compliant storage. SoftCo Outsource is ISO2007 certified and conducts data capture projects for a wide range of public authorities and private organizations including banks and insurance companies.

Secure archive with established access rights

As business and regulatory requirements become stricter and more customer-centric, organizations need to ensure that any sensitive information they hold is protected. Only employees who have a purpose to access personal data should have access to the data. Once that purpose is fulfilled, the access should be revoked. If your organization does not have access rights established then they need to be decided upon and implemented immediately. In addition to this, organizations need to be able to deliver a detailed audit trail for any permission changes.

How SoftCo can help:

SoftCo StorLife is a Content Addressed Storage (CAS) solution included in the SoftCo10 Platform. SoftCo StorLife simplifies the management, protection, and access rights for critical information over its entire lifecycle. SoftCo StorLife also provides fast online performance, scalability, and assured content authenticity for every document. The SoftCo10 platform provides a full audit history of every import and retrieval from the SoftCo10 system providing visibility into who is accessing what information.



Document Retention Policies

GDPR states that organizations should only hold personal data for as long as they need to. GDPR enforces legal requirements which set a maximum retention date for documents that vary depending on the document type.

How SoftCo can help:

SoftCo StorLife allows for the creation and enforcement of document retention policies that determine how long specific types of information, documents or records are stored. The ability to set retention policies at the document level, enables organizations to ensure that documents can be removed per the GDPR Retention requirements, ensuring no personal information is held past its retention date.

The right to be forgotten

Under GDPR rules, if an individual requests their information to be removed from an organization's archive, then it must be removed unless there is a compelling reason for the continued storage and processing of the data. This can be a challenge for organizations who store paper documents. Locating paper documents can be troublesome and once found, it is hard to confirm the number of copies that exist or who has access to the files.

How SoftCo can help:

The SoftCo10 ECM Platform enables organizations to index and categorize each document during the capture process. If an individual requests their personal data to be removed, their information is easily searchable within SoftCo's archive, and the associated documents can be marked for destruction within the SoftCo StorLife solution. SoftCo's Single-Instance Storage (SIS) also ensures that there are no duplicate copies of any documents and when documents are deleted, StorLife removes all references to the deleted documents.

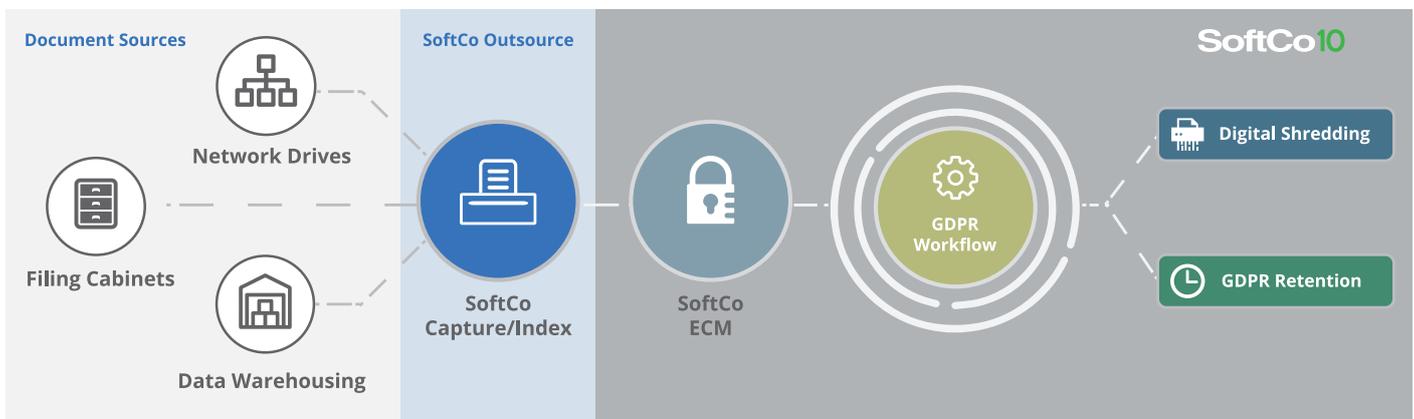
The right of access

GDPR requires all data controllers to provide citizens with any relevant information about their personal data. Data controllers must be able to provide information about how, when, and why the subject's personal data was captured. Other details that need to be made available if requested include the identity and contact details of the controller, the contact details of the data protection officer, and the purpose and the legal bases for the processing of the personal data.

How SoftCo can help:

Complying with this regulation will be challenging without a document management system. With SoftCo ECM, organizations can simply search for the relevant document within their archive. SoftCo ECM offers easy access to stored documents along with an audit trail containing information about who, how, and when the information was captured and processed.

SoftCo GDPR Retention Workflow



Identify Personal Data

- Documents that contain personal data are stored in a variety of locations ranging from filing cabinets to network drives and data warehouses.

Data Capture

- SoftCo captures documents in various formats (paper, email, PDF, XML, EDI, etc.) and creates electronic versions of the document.
- Data is extracted through manual keying or technologies such as Intelligent Character Recognition (ICR) and used for indexing.
- Documents are indexed, which means that they are instantly searchable. This ensures compliance with the 'right to be forgotten' and 'right of access' policies as per GDPR.

Stored in SoftCo ECM

- Once digitized, the documents are stored within SoftCo ECM.

GDPR Retention Workflow

- Documents are either removed from storage or retained. The workflow can be configured depending on:
 - The retention date of the document
 - The purpose of keeping the document (does the organization have a need to store the personal information?)
 - The subject's consent for keeping their personal data (the right to be forgotten.)

Depending on the result of the GDPR Retention Workflow, documents will either be sent for digital shredding or remain in SoftCo ECM compliant storage.



@softcogroup



/softcotv



/softco



softco.com