

UNISERV

EU GDPR AUDIT

We analyze your data and create maximum transparency. You receive an overview of the shortfalls in your data quality, as well as a concrete plan of corrective measures. You are then well prepared to adapt your processes and data to comply with the EU GDPR.



KEY POINTS OF THE REGULATION:

- The term "Data Quality" is anchored in law
- Processing of data must be based upon justified interests and provable consent of the person concerned
- Data no longer relevant to the original purposes for processing must be fully erased ("Right to be Forgotten")
- Customers have a comprehensive and free right of access to all information concerning them



IN THE EVENT OF NON-COMPLIANCE:

- Data processors and other responsible persons in organisations can be held personally liable
- Fines of up to €20 million or 4% of annual global turnover (whichever is greater) are possible
- Expansion of the assessment basis to include turnover (not capped)

SEE. IDENTIFY. ACT.

WE MAKE YOUR PROCESSES TRANSPARENT

The new EU General Data Protection Regulation (GDPR) will come into force on 25 May 2018, and considerably increase the rights of consumers for informational self-determination, as well as significantly restricting the possibilities of companies and other organizations for processing personal data. Also, the actual processing of such data will be subject to rigorous constraints.

Companies will have to provide their customers with comprehensive information about the type, reason and extent of their partial or complete processing of personal data. The customer will have a comprehensive and free right of access to his or her personal data. This means that companies must

be able to provide their customers with information about all collected data relating to them in an easily understandable and structured form.

However, the processes and systems in many companies are simply not designed to provide such information. Personal customer data is stored in silos, and is incomplete, inconsistent and contains many duplicates. The full extent of the need for action is not clear, and concrete improvement measures can only be determined and implemented with great difficulty. To enable you to obtain a qualified representation of the quality of your data, Uniserv offers its Data Quality Audit for the EU GDPR. Our data quality experts can make your processes and information logistics fully transparent. We can also analyze your data and clearly define its quality level. You then receive an overview of all shortfalls, as well as a concrete plan of corrective measures. This means that you will be well prepared to adapt your data and processes to comply with the EU GDPR.

GDPR CONSULTING – BOTTOM UP

POSSIBLE RESULTING CORRECTIVE MEASURES AND SOLUTIONS

CHANGE MANAGEMENT

- ▶ Data cleansing
- ▶ Introduction of data protection processes

SMART CUSTOMER MDM

- ▶ Central hub for customer data
- ▶ Introduction of a data firewall

REDESIGNED PROCESSES

Comprehensive process consultation and stakeholder coaching

PLAN OF CORRECTIVE MEASURES

- ▶ Designating and prioritizing concrete measures



- ▶ Determination of needs for action based upon the results of the actual state analysis
- ▶ Creation of a catalogue of processes

LOCATION DETERMINATION

ACTUAL STATE ANALYSIS

System Landscape:

- ▶ Systems
- ▶ Dataflows
- ▶ Contract processor

Processing Processes:

- ▶ Roles
- ▶ Reason
- ▶ Extent

Data Quality:

- ▶ Duplicates
- ▶ Completeness
- ▶ Correctness



RESULTS OF THE AUDIT – WHAT YOU RECEIVE FROM US

-  **INFORMATION MAP**
An overview of all IT systems involved in processing personal data, including their respective dataflows
-  **PROCESS OVERVIEW**
A matrix of processes and roles involved in the processing of personal data (RACI)
-  **DATA MODEL**
An entity model of your processed data, as well as an overview of the attributes for each of the systems involved.
-  **RISK ANALYSIS**
A gap analysis for identifying handling errors regarding the EU GDPR (optional analysis of data quality).
-  **PLAN OF CORRECTIVE MEASURES**
A critical evaluation of all analyses, as well as derivation of a concrete, individual plan of corrective measures.

YOUR ADVANTAGES

- ✓ The compact structure of the audit reduces the stakeholder's time effort to a minimum – with little negative influence on daily business
- ✓ A structured analysis and early identification of areas where remedial action is required form the basis for structured change management – thus increasing the stakeholder's acceptance of changes
- ✓ Data quality is measurable and shortfalls are transparent – the ideal basis for your data governance offensive
- ✓ Concrete corrective measures to prepare for the EU GDPR, as well as feasibility estimates regarding the timeline – these mean that corrective measures can be prioritized and implemented at an early stage

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