



COSMO CONSULT
Business-Software for People



Business-
Software
for people

cc | crm gdpr process and data package

RIGHT TO RESTRICTION OF PROCESSING

CRM-PACKAGE

RIGHT OF ACCESS BY THE DATA SUBJECT

DATA PROTECTION

MICROSOFT DYNAMICS 365 FOR SALES

RIGHT TO ERASURE

GDPR

CRM-BASIS

PRINCIPLE OF ACCURACY

RIGHT OF DATA PORTABILITY

METHIS
EINFACH DIE BESTE ADRESSE

Microsoft
Partner



Gold Enterprise Resource Planning
Gold Cloud Customer Relationship Management
Gold Collaboration and Content
Gold Data Analytics
Gold Cloud Platform

cc|crm gdpr process and data package

Solution for processing GDPR guidelines within CRM

On 27 April 2016, quite unnoticed by the general public, the European Parliament in Strasbourg passed a law which will have a massive influence on businesses and strengthen the rights of consumers: the EU General Data Protection Regulation (Regulation 679/2016), abbreviated GDPR. Each company will be well advised to use the quite short transitional period up to the GDPR coming into effect (25 May 2018) to make the appropriate preparations. Much of this is implemented best in cooperation with partners from the legal and technical fields. For example, this frequently requires comprehensive changes in the digital processes of CRM systems. COSMO CONSULT and specialised partners have put together a package to make your CRM system and your sales and marketing processes GDPR-compliant.

ON THE SAFE SIDE

cc|crm gdpr process and data package includes two solutions and covers the following articles of the General Data Protection:

Add-on by COSMO CONSULT:

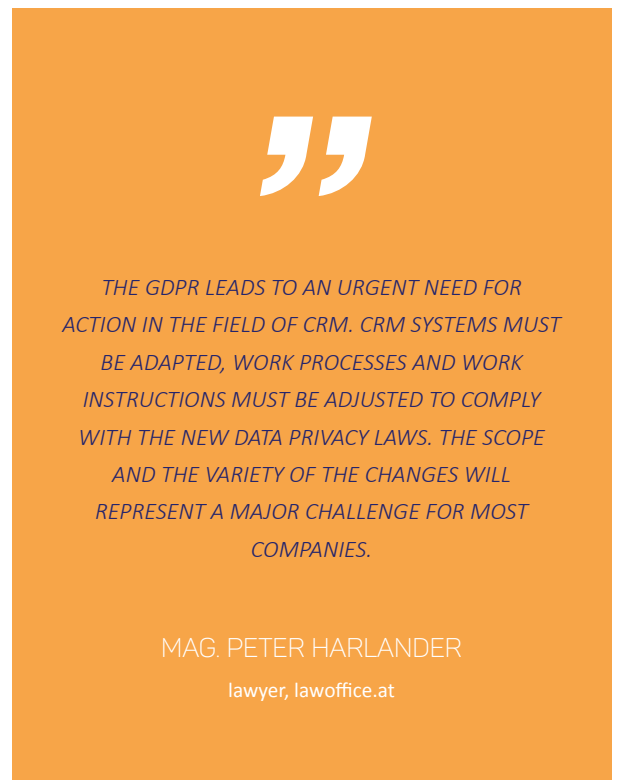
- ▶ Right of access by the data subject (Article 15)
- ▶ Right to data portability (Article 20)
- ▶ Right to erasure (Article 17)
- ▶ Right to restriction of processing (Article 18)

Add-on by data.mill:

- ▶ Right to rectification (Article 16)
- ▶ Principle of accuracy (Article 5 Para 1 (d))

Entire text of law under:

<http://bit.ly/gdpr-law>



Info

data.mill has reviewed the two solutions with regards to the GDPR and considered them to be “GDPR ready”. User documentation is available.

CC|CRM GDPR PROCESS AND DATA PACKAGE IN DETAIL

Providing the GDPR basis in the CRM system

At the contact level, the CRM system must feature some entities to provide a basis for compliance with the requirements of the GDPR.

For instance, the legal basis, the basis of the consent, the purpose of processing, an expiry date and the origin of the contact must be stored.

Right of access by the data subject

The data subject shall have the right to obtain information by companies as to whether or not personal data concerning him or her are being processed. If this is the case, he or she shall have the right to access these personal data. To meet these requirements, data is stored in the CRM system in an accountable manner and hence available at the click of a button.

Right of data portability

The data subject shall have the right to receive personal data concerning him or her which he or she has provided to a controller in a structured, commonly used and machine-readable format. They also shall have the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided. This requirement is executed in the GDPR package via standardized exports.

Right to erasure

The data subject shall have the right to obtain from the controller the erasure of personal data concerning him or her without undue delay. The company shall have the obligation to erase personal data without undue delay. Deleting data is neither possible nor desired according to the original CRM mindset. Due to the GDPR, however, this feature must now be included in any CRM system and is covered in the package.

Right to restriction of processing

The data subject shall have the right to obtain from the company restriction of processing. This is mapped by a change of the processing purpose and executed based on the requirements of the contact.

Principle of accuracy

Personal data shall be accurate and, where necessary, kept up to date. Every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay. Regular, automatic checks of the data must be performed to guarantee the accuracy of the data. The solution by data.mill checks and supplements, for instance, addresses, phone numbers and country codes.

CONTACT

Don't waste time and contact us. Together, we will work out a package that is tailored to your company.

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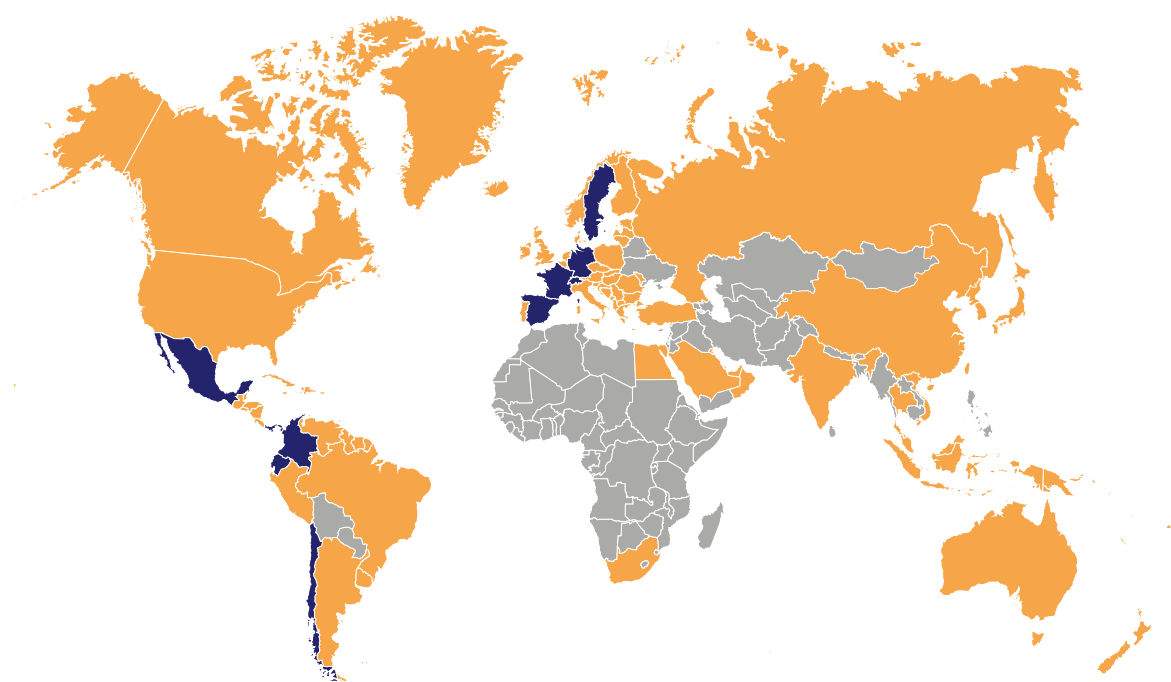
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