NICE WFM and GDPR

Managing the workforce for compliance

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The European Union's General Data Protection Regulation (GDPR), which will be enforced beginning 25 May 2018, is designed to protect EU residents' data and privacy. These sweeping reforms to data protection create significant challenges to how organizations process forecasting and scheduling with employee personal data. Organizations that do not comply with GDPR requirements could face fines of up to 4 percent of their annual turnover or 20 million Euros.

What are the main changes brought by the GDPR?

Global applicability
The General Data Protection Regulation (GDPR) will create the biggest changes in data protection rules in two decades. All organizations that handle personal information of EU residents must comply in order to avoid penalties.

Right to be forgotten
Also known as "Data Erasure," the right to be forgotten entitles EU residents to have their personal data erased and to have further dissemination halted. Any information relating to an identified or identifiable natural person falls under the GDPR's definition of personal data, including: a name, an identification number, location data, an online identifier or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.

Right to access or data portability
Under the GDPR, EU residents have the right to request and obtain information to determine whether their personal data is being collected and processed, and if so, where and for what purpose. Your organization must be able to provide a copy of the personal data, free of charge, in an electronic format. The regulation also requires a thorough data trail in order to be able to understand and communicate what is done with the data at any given time.

Opt-in data processing consent
Data processing consent should be freely given, specific and withdrawable. EU residents should be made aware of any types of processing foreseen with their personal data. Additionally, they must be able to withdraw their consent and have their data be erased at any given time.

Personal data breach notification
If a data breach occurs, the organization must notify the GDPR supervisory authority and any EU residents whose personal data may have been compromised within 72 hours of discovering the breach. The GDPR defines data breaches to include "the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored or otherwise processed."

How can NICE WFM help me comply with GDPR?

A holistic solution
WFM 7.1 will provide a mix of tools to help you comply. The GDPR Ready feature automates key tasks to enhance data security and support your organization in responding to EU residents who invoke their rights under the GDPR. In addition to technical enhancements, WFM 7.1 provides documentation for a holistic solution for compliance.

Data minimization
By design, WFM requires first and last names only. Although email addresses are required for password resets, they are optional fields for the operation of WFM by users. Emails, along with any other data collected, is at your discretion, and WFM 7.1 offers some best practices for your organization to consider.

Adherence data (which some view as performance) is not stored in WFM databases; rather, it is calculated on the fly. Access to adherence data is permission-based.

Ready to comply with the right to be forgotten
WFM 7.1's GDPR Ready feature includes automated tasks to delete all user data from the system, including user first name, last name, username and email. Names are replaced with a randomized 32-character unique user identifier (UUID) so critical data required for forecasting and scheduling is not excluded.

Supporting data portability
While WFM does not store any customer data, a WFM administrator can export agent information into XML or CSV formats to comply with the GDPR requirement to package and port personal data to a third party if an employee makes a request.

Right of rectification
If an employee invokes the right of rectification to correct or update inaccurate or incomplete personal data, WFM 7.1's GDPR Ready feature provides functionality to support changes.

Data security
This feature also ensures that no logs or files store personal information and that reports are purged weekly.[1] Logs capturing internal IDs (UUID & WFM) are maintained to track updates, changes and deletion of users.

Best Practices for GDPR
In addition to technical tools, WFM 7.1 includes documentation for recommended practices, including consent and breach notification. WFM recognizes that this significant change is more than technical; it requires that you consider your practices related to data protection as well.

With NICE WFM 7.1's flexible workforce management system and the GDPR Ready feature, organizations can seamlessly address the EU's data and privacy requirements.

Contact us today to hear more about how NICE can help you comply with GDPR.

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[1] For customers upgrading, please note any existing log files will need to be removed manually.

About NICE

NICE (Nasdaq: NICE) is the worldwide leading provider of both cloud and on-premise enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions.

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