

HOW JOHN COMPOLY USES COMPLIANCE CENTER FOR GDPR.

Part IT. Part guardian of data privacy.

Ladies and gentlemen, NICE would like to introduce you to John Compoly. A person with the skills of an IT manager, and the concerns of a Compliance Officer. He is the man in charge of making sure that your private data is safe in the vaults of your contact center. In a world processing exabytes daily, John uses the Compliance Center to make sure he stays on top of the most pressing regulatory challenge of 2018: the EU General Data Protection Regulation.

Part Guardian of your data privacy



Implementing "Data protection by design and by default"

Get rid of the tick the box attitude with a holistic Compliance Center that enables you to be proactive and to measure privacy as a compliance KPI, evaluating the risks and purpose of every campaign you launch, and implementing adequate policies to automatically remove data that is no longer needed.

Art. 25 requires a "Data Protection by Design and by Default" approach.



Knowing when there is a risk

Easily conduct PIAs (Privacy Impact Assessments) by systematically evaluating how the privacy of individuals involved in campaigns is affected with dedicated dashboards representing the quantity of private data contained in your data bases.

Art. 35 mentions that where a type of processing is likely to result in a high risk, the controller shall carry out an assessment of the impact of the envisaged processing operations.



Confident about breach notifications

Thanks to automatic notifications and alerts on privacy data thresholds, the system triggers alerts in case of abnormal behaviors.

Art. 33: In the case of a personal data breach, the controller shall, not later than 72 hours after having become aware of it, notify the personal data breach to the supervisory authority.

Part IT



Ready for "right to be forgotten" requests

With dedicated mechanisms to delete and/or extract interactions and automated workflows to satisfy the requests of customers who wish to erase/obtain their data.

Art. 17 gives rights to customers to obtain erasure or copy of their data.



Guaranteeing the security of your processing

By using the most advanced security standards, NICE Compliance Center uses end-to-end media encryption, multi-factor authentication, and dedicated dashboard to assure private data is protected. Access to interactions and private data is effectively limited to authorized personnel only and a close eye is kept on the audit trail with automatic alerts.

Art. 32 GDPR requires the pseudonymisation and encryption of personal data; [...] as well as processes for regularly testing the effectiveness of technical and organizational measures.



Using state-of-the-art solutions

Based on a market leading solutions and leveraging advanced analytics to power smarter regulatory technology software, the Compliance Center ensures that the most cutting edge solution available in the market are being used.

Art. 32 requires to take into account the state of the art, to implement appropriate technical and organizational measures to ensure a level of security appropriate to the risk

