

Five ways to remain compliant under GDPR

GDPR is now law of the land and its introduction alongside recent high-profile data abuse cases means practicing good data governance and processing is more important than ever. As customer data is the lifeline of business operations, organisations need to ensure they are doing everything to maintain and build trust with their customers. Failure to comply with the new regulations is likely to have serious commercial consequences.

Below, we have outlined some tips that you can undertake on a regular basis to ensure you maintain both trust and compliance in the GDPR world.

1. MAINTAIN AN AUDIT OF ALL THE PERSONAL DATA YOU HOLD

Regular impact assessments help to establish both source and the legitimacy of the data used, helping you retain access to a critical business asset. These also answer other important regulatory questions such as knowing where your customer data sits within the organisation, who has access to it, and what processes are in place to ensure how the data was collected.



2. REVIEW DATA PROCESSING OPERATIONS AND TECHNICAL PLATFORMS

In parallel to the first point, the assessment needs to establish that your data processing operations and systems are able to meet the transparency standards of the regulation. This includes the data collection process and ensuring that the data is being used responsibly for its intended purpose. Furthermore, you need to ensure that your technology platforms continue to provide a clear audit trail of all activities. This gives customers the ability to easily access and rectify their personal data, the right to data portability, and provides the ability to withdraw consent and to have their data deleted from your systems.



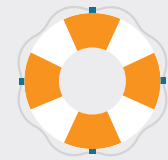
3. REGULAR COMMUNICATION WITH YOUR CUSTOMERS

The regulation requires you to be completely upfront with your customers and provide them with end-to-end transparency on how you plan to use their data. You need to clearly communicate the details of your Privacy Policy & Terms and Conditions to your customers, including those of any third parties that you work with that handle your customer data. If at any time there are changes to your processes and/or policies, your customers need to be clearly informed about the updates along with how their data might be impacted. Customers are more likely to share their data and engage with you if they feel like they can trust your organisation.



4. HAVE A PLAN IN THE EVENT A BREACH OCCURS

While the impact assessment helps to ensure your processes and technology are as secure as possible to protect your customers' data and reduce the chance of a breach, there is still always a risk of one happening. Should a breach occur, having a solid plan of action in place in regard to how to deal with the situation and how to inform your customers will help to reduce potential backlash. The ICO website has posted set guidelines on the key actions to take in more detail.



5. REGULARLY REVIEW AND TRAIN STAFF ON YOUR PROCESSES FOR GDPR

Staff should regularly be reminded of the processes in place and trained where appropriate. The better your staff know how you process data, the policies and what to do in the event of a breach, the better off your company will be at remaining compliant.



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