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Microsoft Tech Summit

28 February – 1 March 2018, Trafo Baden



Make your product ready for GDPR

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Content

- What is GDPR?
- Overview
- Logs and databases
- Customer's customers' data

What is GDPR

General Data Protection Regulation

Focus on user requests to

- correct
- export
- delete

their profile data

Overview

Goals

Handle all GDPR requests

Minimize effort to handle GDPR requests

- Let users handle GDPR requests themselves

Where do you have profile data

Databases

Queues

Cache

Telemetry

Logs

Strategies

Separate data by usage

Minimize stored data

Unify data representation

Logs and databases

Databases

Most of it exposed in UI

Add export functionality

Same user/profile ID across system

support generic tools

Microservices: standard compliance API

Telemetry vs logs

Telemetry

Feature usage, patterns

Monthly active users

Service quality

Audience: program managers, senior leadership

Logs

Incidence response

Bug analysis

Profiling

Audience: developers, operators

Telemetry

User behaviour

Need to export

Remove all system internals

Anonymize on delete

Telemetry ID for analysis

ID	UserID	TelemetryID	...
1	aba1146f-c248-48ca-9aaf-8f9b7d8360fd	58d5d810-f763-4b4c-ac4c-ad62c08d1b9d	
2	e28509ec-f339-470a-8d2c-541f163ad799	b486178e-2f3b-491a-982d-86d08398b6c1	

Sample Telemetry

solution_id	5
method	GET
url	/api/version/1.0/solutions/5/charts/ranking/phrases
status_code	200
status	success
query_string	top=40&lang=en&userCountryCode=US&items=4&appLocation=analytics%253Aoverview
start_time	2018-02-23T06:50:43.278Z
end_time	2018-02-23T06:50:44.620Z
tenant_id	058eae99-5f5e-4fcd-9ae8-c29da1493379
object_id	aba1146f-c248-48ca-9aaf-8f9b7d8360fd
user_pseudonym	5-173
duration	658
event_timestamp	2018-02-23T06:50:44.278Z
concurrent	5
description	rest-call-complete
event_name	call-duration
logger_name	metrics.web.rest-core

Logs

Internal details

Machine name, service name, process name

Stack traces

Internal error codes

Scope

Single request, session

Anonymize

No user ID, no personal data

Request UUID, session ID

Sample log

@timestamp	February 26th 2018, 10:57:53.912
@version	1
_id	AWHRjBSwycwD6KD36Dn6
_index	dev-logstash-2018.02.26
_score	-
_type	logstash-input
application-name	compliance-processor
application-version	18.08.5033-LAST_STABLE-5acb388ab483b5c769b50ad99c00ee33ea0d7218-2018-02-26T04:32Z
correlationId	04ae307e-c618-41af-8134-8856dd339f8c
hostname	dev1-eu1-a-comppipe3
level	INFO
level_value	20,000
logger_name	com.microsoft.netbreeze.compliance.pipeline.compliance.processor.ComplianceProcessor
message	Tried to delete hpt 943194411239911432 in container profile-location, success: false
tags	dev
thread_name	messageListenerContainer-7
type	logstash-input

REST APIs

Prevent personal data from being logged

GET .../users/aba1146f-c248-48ca-9aaf-8f9b7d8360fd

GET .../users?name=john+doe

POST .../users

```
{ "id"="aba1146f-c248-48ca-9aaf-8f9b7d8360fd" }
```

```
{ "name"="john doe" }
```

Audit log

No export, no delete

Capture when request enters back-end

Include request data

Use logging framework

- broadcast log message

- filter unwanted fields

Fix log message schemas

Customer's Customers

Customer's customers' data

Data owned by customer

UI to modify, export, delete

Keep logs & telemetry clean

Document where to find customers' data

Share data flow diagrams with customer

Share audit logs with customer

Summary

Inventorize your data

Clean up logs

Q&A



Please Complete your Session Evaluations

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