



Dynamics GDPR

for Microsoft Dynamics 365 Customer Engagement

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The **Best Toolkit for Handling Customer Data**
to help your organization to **Become GDPR Compliant**

Introducing Dynamics GDPR



Data is the oil of the 21st century. Nearly every company is processing and working with personal data on a regular basis. Therefore, it is critical for organizations to protect the privacy and personal data of their customers and to comply with the General Data Protection Regulation (GDPR).

The General Data Protection Regulation is the toughest privacy and security law in the world. Though it was drafted and passed by the European Union, it imposes obligations onto organizations anywhere, so long as they target or collect data related to people in the European Union.

Violations of the new GDPR rules are subjected to fines of up to 10 million Euro or up to 2%

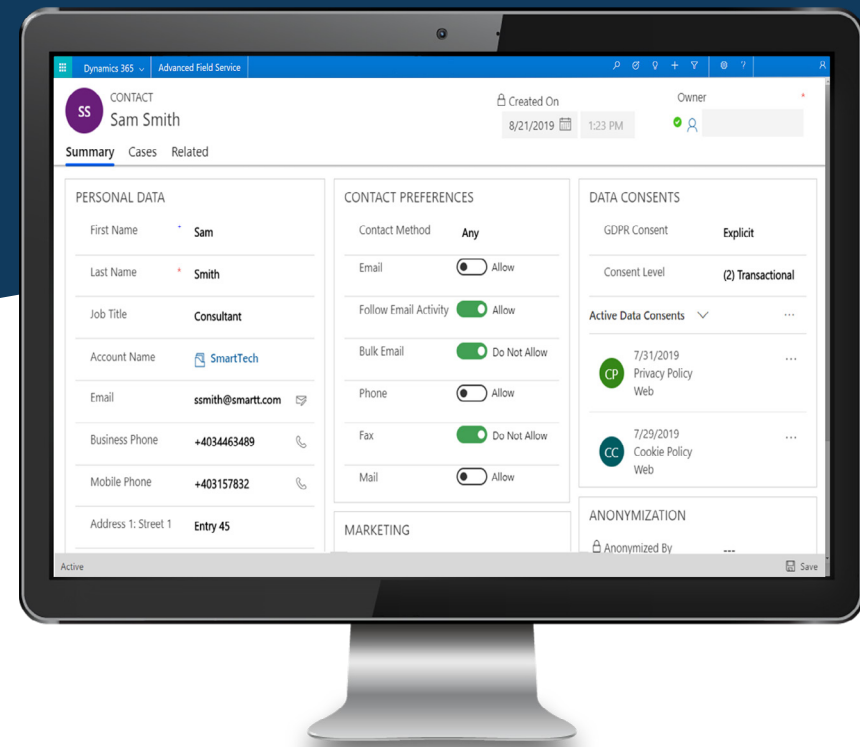
of the total worldwide annual turnover of the preceding financial year, whichever is higher for you as a company.

Our solution closes the functional gap between standard Microsoft Dynamics 365 and the processes needed to store and administer your customer data in a way that enables your organization to become GDPR compliant.

Benefits

- ✓ Integrated solutions for GDPR regulation for Microsoft Dynamics Customer Engagement
- ✓ Easy Managing of Consent lifecycle
- ✓ Data Processors and Contracts management
- ✓ Quick reply to GDPR data requests
- ✓ Increasing customer experience & satisfaction by providing a better level of service
- ✓ Analyze current status with configurable dashboards and reports

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Main *Features*

By creating Dynamics GDPR, running on top of Microsoft Dynamics Customer Engagement, we enable Data Protection Officers to store and manage their data subjects consents, data policies, data processor contracts data processing activities for contacts, leads and accounts within their Microsoft D365 Environment.

Customer's personal data

Manage the legal basis, purpose of processing and origin of the contact.

Manage lifecycle of data

Customer information based on the expiry date of each given consent. Manage levels regarding the storage and use of personal information based on Data Policies.

Record Contracts for Data Processors

Data Contracts will in detail how the Organization manages personal Data Types on Data Processing Activities in order to be linked to Data Policies.

Restriction of processing data

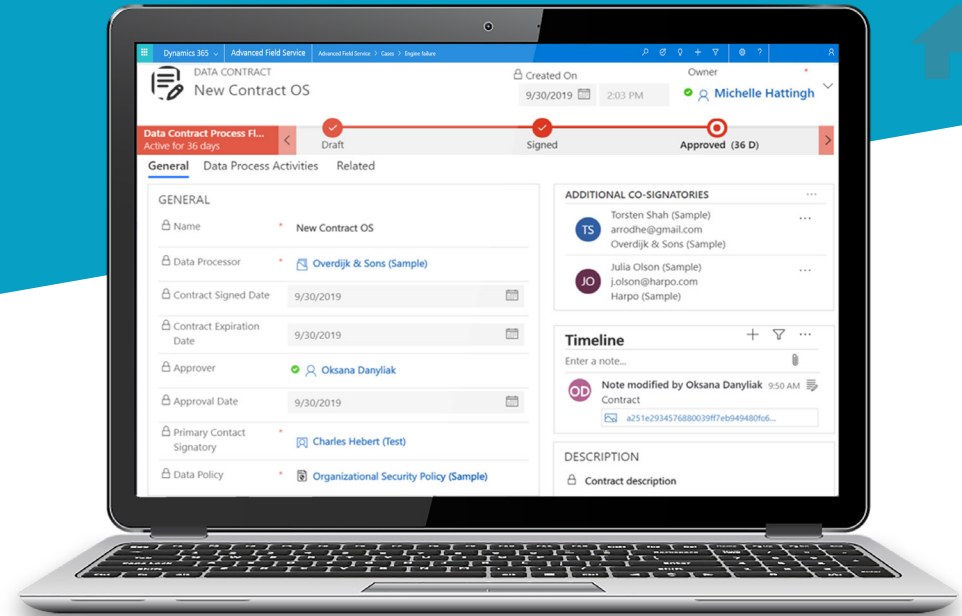
Change Consent level for Data Subject for processing purpose and executed depending on the requirements of the Contact or Lead.



Easily *Keep Track of GDPR Tasks*
and *Adapt Support for Maintaining Consents*

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Extended *Features*



Right to data portability

Solution ensures the possibility of export all customer data using a configured report. Support for both “Right to Delete” as well as “The Right to be Forgotten/Data anonymization”.

Manage GDPR requests

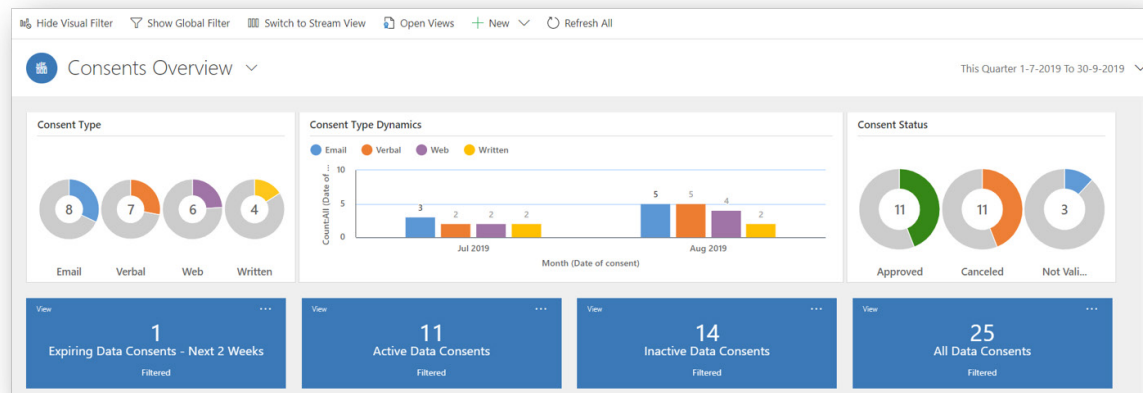
Provision of information must be free of charge, within a relatively short period of time, include a copy of all personal data. Extract required information quickly and efficiently from the system.

Data Protection Officer Dashboards

Specific dashboards and reports offer responsible employees an insightful overview of all Consent statuses and GDPR requests.

Enhanced Data Security

Manage access to data by roles, applications and organization structure. Record Data activities through Audit Data & User Activity.





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Disclaimer

The primary purpose of GDPR is to define standardized data protection laws for all member countries across the European Union. It applies to companies that are based in the EU and companies that gather personal data from European citizens.

HSO does not claim to be experts in the legal obligations of GDPR Compliance. Dynamics GDPR is an app to assist the Data Protection Officers in managing their GDPR requirements. Installing this solution does not automatically make your company GDPR compliant, as your company still needs to

manage personal data as per your companies specific policies.

Prerequisite

Microsoft Dynamics 365 Customer Engagement



Want to know more? Contact HSO Innovation

Our Dynamics Apps are sold, implemented and supported worldwide by our industry experts and strategic partners. We are happy to advise you which solution or technology is the best fit for your specific needs. Please feel free to contact us. We appreciate your interest!

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Hso Innovation offers new ways, using new technology, new applications, new processes, and new approaches to assist our clients in becoming digital leaders in their industry. Hso Innovation designs, develops, sells and maintains strategic and differentiating Dynamics Apps that drive outstanding results for our clients using Microsoft Dynamics 365. Combined with our wide range of Premiere Services that are offered on Microsoft Azure we improve overall business efficiency. Our Dynamics Apps and Premier Services are based on best practices developed over the years working directly with our customers across diverse industries and verticals.