

CRMFIRST is the leading company for tool-based GDPR management based on Microsoft Dynamics 365. The CRMFIRST proGDPR template supports organizations in the management of data subject queries in accordance with the EU General Data Protection Regulation.

From the collection of consent for the storage of personal data to the management of data subject rights and the creation of the records of processing activities, proGDPR provides you with comprehensive support in GDPR management. As a template integrated into Dynamics 365, proGDPR uses the capabilities of the Dynamics platform. This enables all personal data to be consolidated transparently in one system and processes to be initiated according to the requests of the data subjects.

When using Bot Services, the verification processes for information can already be fully automated. In the process, reasons and periods of retention, which could, for example, prevent a request for deletion, are also checked. Using role-based dashboards, you always have an overview of the GDPR status of your organization, and can intervene if necessary to comply with regulations and avoid severe penalties.



Why customers use proGDPR :

- Omnichannel enquiries and consent management
- List of the storage locations for personal data in external systems
- Tracking of the processing status and transparency of the process
- Role-oriented evaluations
- Escalation processes
- Support in meeting GDPR deadlines
- Process support through the use of Bot Services

Data subject enquiries

- Management of consents
- Management of retention reasons and periods
- Management of the storage locations of personal data
- Management of stakeholder requests
- Management of the "right to be forgotten"

Data breach management

- Identify breaches
- Breach process and escalation
- Breach handling process
- Recording of complaints
- Reporting of the processing status

Reports and notifications

- Establishment of the records of processing activities
- Alarms in the case of data breaches
- Support in complying with the deletion obligations
- Role-based dashboards and reports

Consideration of extended rights of data subjects

Handling of data breaches and the corresponding claims

Implementation of compliance and security

With proGDPR for Microsoft Dynamics 365, CRMFIRST offers you a comprehensive solution to manage the increased rights of data subjects in connection with the General Data Protection Regulation, and to identify any resulting risks so that the appropriate measures can be triggered.

Thorsten Bleifeld, Managing Director and CTO of CRMFIRST GmbH



Process support

- Management of data subject enquiries
- Notifications/escalation
- Scalable solution for any number of enquiries
- Data breach management



Facts

- IT systems register (storage locations)
- Multi-channel and self-service
- Service-level agreements
- Bot framework integration
- Dynamics Portals Integration
- Process automation
- Report and audit



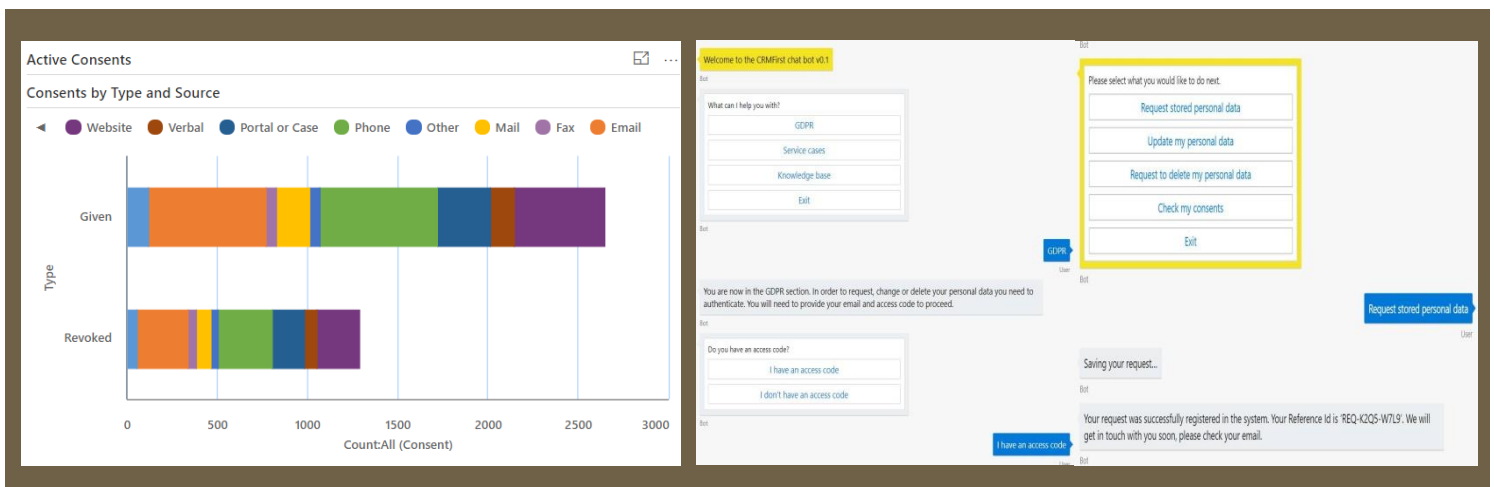
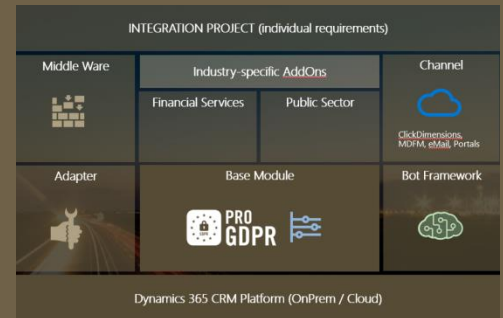
Flexible application

- With the Customer Engagement Applications from Microsoft Dynamics 365 Online & OnPremise

proGDPR

Comprehensive. Transparent.

- Optimized for Dynamics 365
- Transparency in all data protection-related issues
- Optimum process support
- Compliance and security
- Management dashboards
- Possible use of marketing automation software, such as ClickDimensions



Why CRMFIRST?

CRMFIRST is the consulting and implementation partner specialized in Microsoft Dynamics 365 for the introduction of customer relationship management systems for medium and large companies in the DACH region. We support you in the optimization of customer care and in the intensification of your customer relationships. Along with our parent company, libracon GmbH, we can look back on a success story since 2001.