

proGDPR – GDPR Management with Dynamics 365



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GDPR Fines



Year 1 of GDPR: Over 200,000 cases reported, firms fined €56 meeelli... Oh, that's mostly Google

2019 just a transition year, says French watchdog

By [Rebecca Hill](#) 14 Mar 2019 at 09:56

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European data protection agencies have issued fines totalling €56m for GDPR breaches since it was enforced last May, from more than 200,000 reported cases – but watchdogs have said they're just warming up.

Extract of GDPR Data Subject Rights

More information: <https://gdpr-info.eu>



Right to access personal data (Art. 12 GDPR)	Information about collection of personal data (Art. 13 GDPR)	Right of access by the data subject (Art. 15 GDPR)	Right to rectification (Art. 16 GDPR)
"Facilitate the exercise of data subject rights"	"Provide me with information when data is obtained"	"Confirm if my personal data is processed or not and for what"	"My data needs to be completed"
Right to erasure ("right to be forgotten") (Art. 17 GDPR)	Right to restriction of processing (Art. 18 GDPR)	Right to data portability (Art. 20 GDPR)	Auto. individual decision-making incl. profiling (Art. 22 DSGVO)
"My data shall be deleted"	"Restrict the processing of my personal data."	"Provide me with my data for a transmission to another controller"	"Decisions about me should be made by a human being"

Extract of GDPR Business Principles



Data breach and claims

- Recording of breaches
- Breach & escalation Process
- Notifications of breaches
- Processing report of breaches
- Recording of complaints and investigation and resolution efforts



Requests by Data Subjects

- Scalable response of requests
- Provide information in time
- Information in writing
- Allow secure access
- Correct errors
- Erase data/ forget data



Reports and notifications

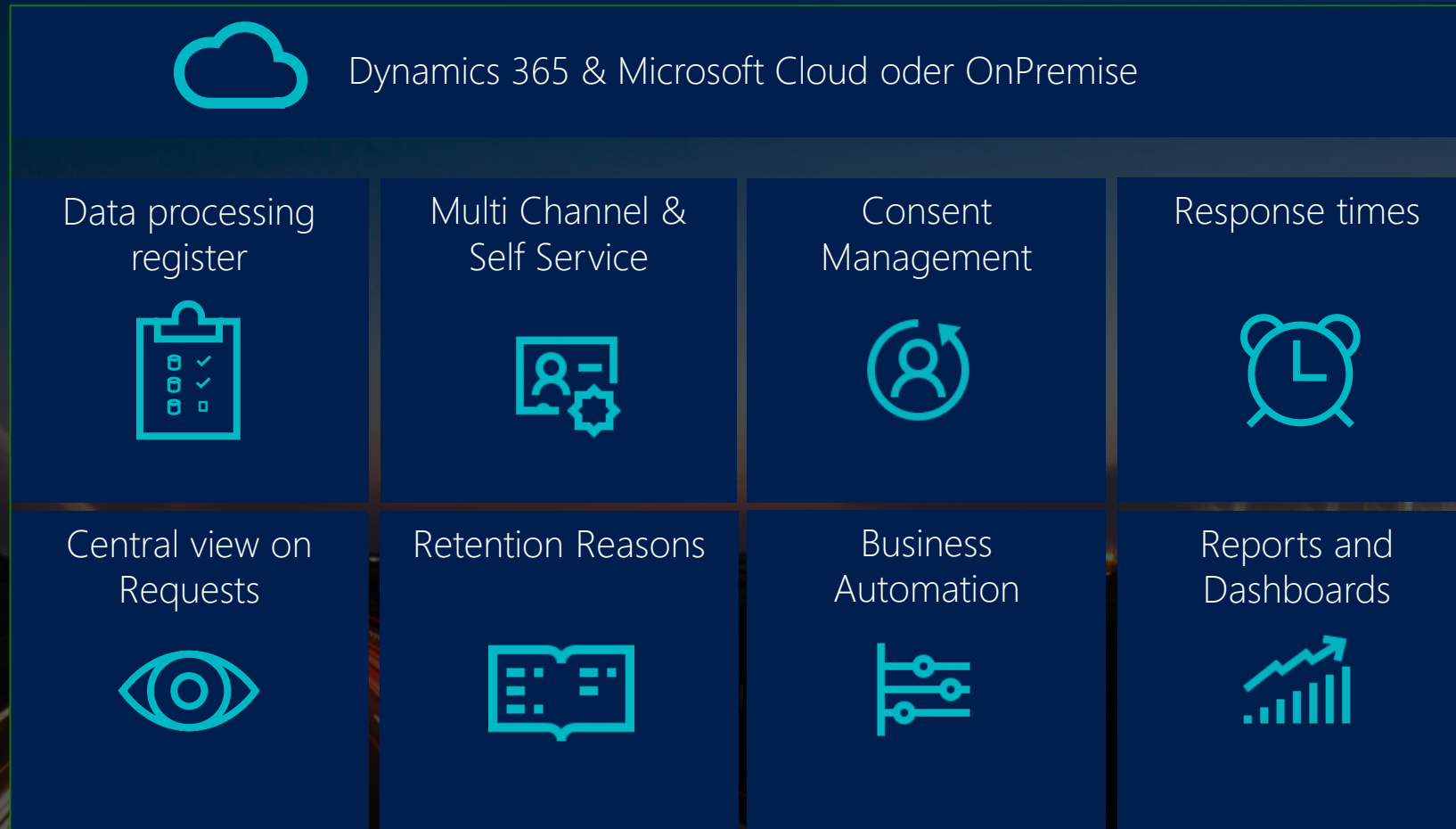
- Notification channels
- Creation of process directories and impact assessments
- Alerts in case of data breaches
- Compliance of erasure obligation
- Proof of compliance and data control



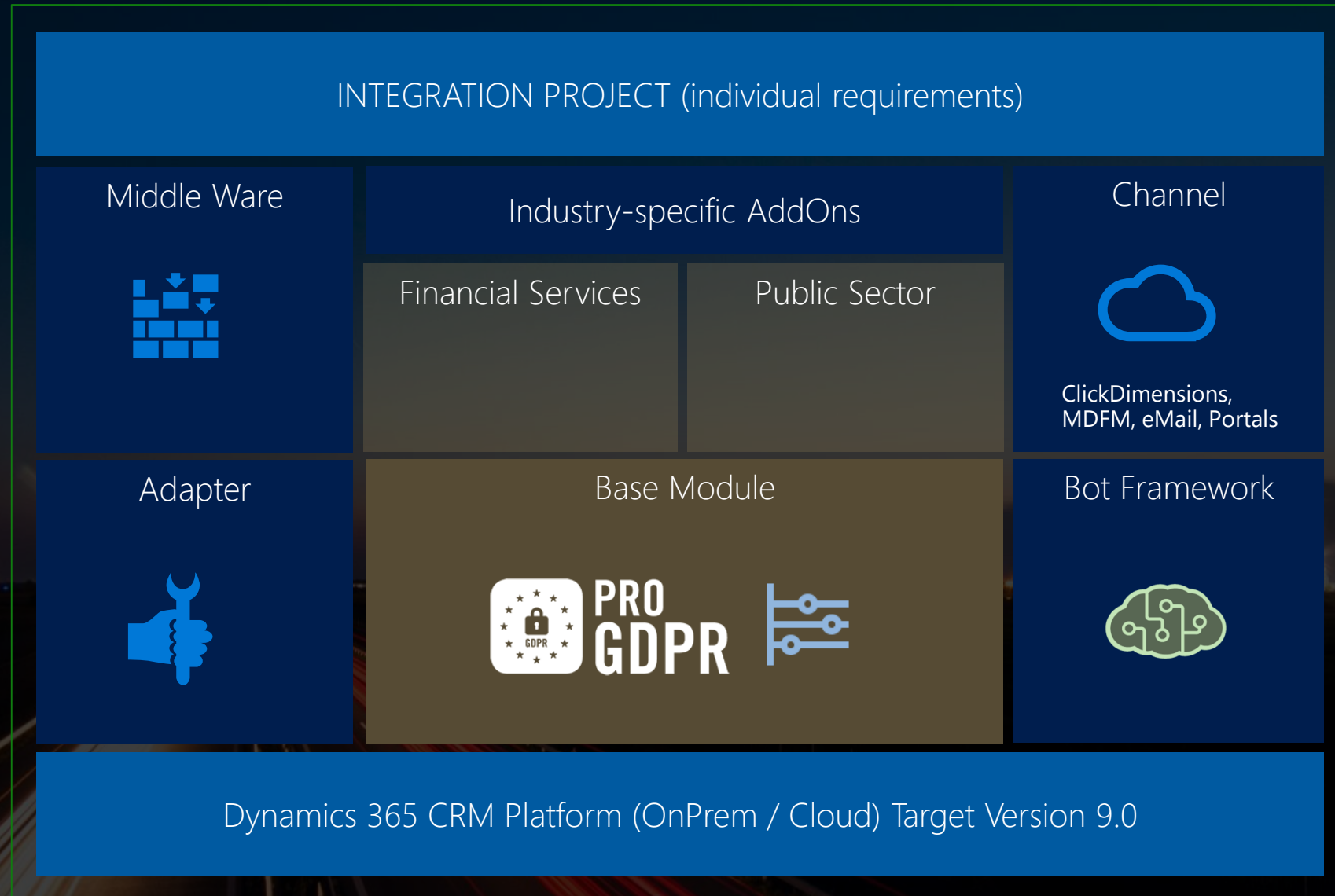
Compliance & Security

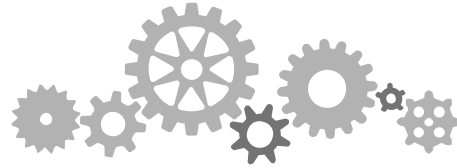
- Secure & role-based access
- Employee training for secrecy
- Enforce and monitor data policies
- Data Retention & Audit
- Information Asset Register

Modules of the GDPR-Solution

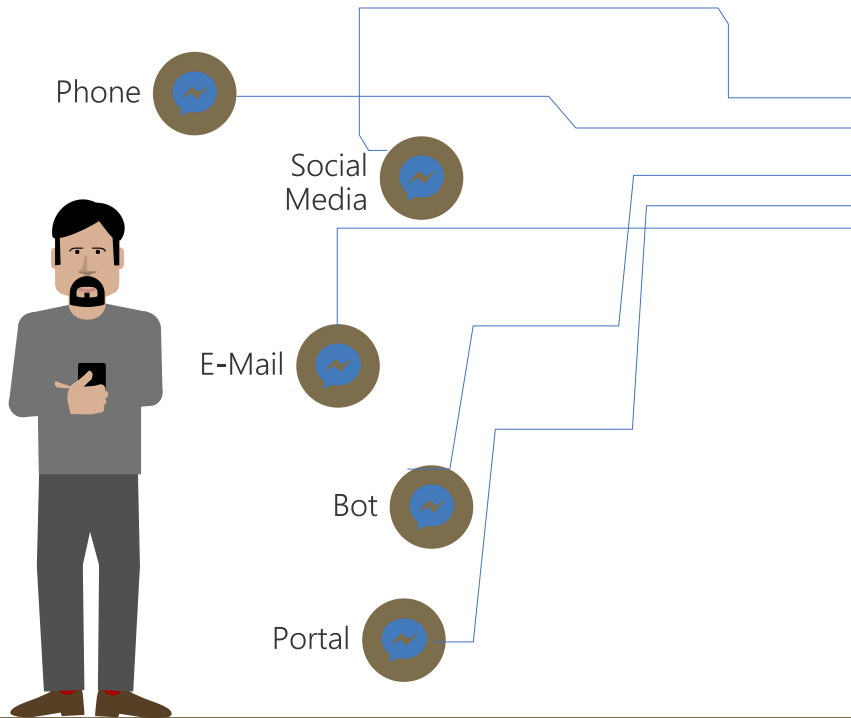


Enhancements & Integration




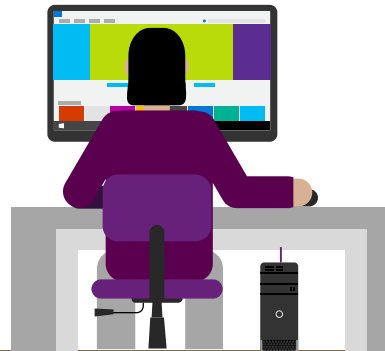


Affected person

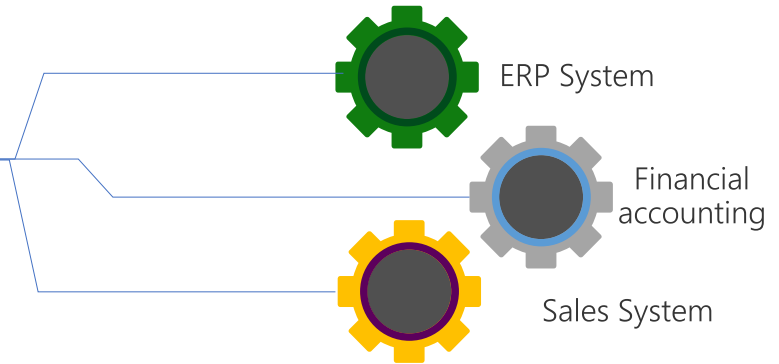


GDPR Cockpit

- Omnichannel management of new and existing requests
 - Determination and orchestration of the steps to be performed in connected systems (e.g. deletion)
 - Tracking of the progress and transparency of the process
 - Evaluation and escalation
 - Information
- 



Data Locations / IT Systeme





BOT Interaction (Example)

Welcome to the CRMFirst chat bot v0.1

Bot

What can I help you with?

GDPR

Service cases

Knowledge base

Exit

Bot

GDPR

User

You are now in the GDPR section. In order to request, change or delete your personal data you need to authenticate. You will need to provide your email and access code to proceed.

Bot

Do you have an access code?

I have an access code

I don't have an access code

Bot

I have an access code

User

Please enter your E-mail address

Bot

john.dow@dowjohns.com

User

Please enter your access code.

Bot at 11:57:28 AM

Validating your data...

Bot

Validation successful.

Bot

Please select what you would like to do next.

Request stored personal data

Update my personal data

Request to delete my personal data

Check my consents

Exit

Bot

Request stored personal data

User

Saving your request...

Bot

Your request was successfully registered in the system. Your Reference Id is 'REQ-K2Q5-W7L9'. We will get in touch with you soon, please check your email.

Bot



CRMFIRST

Thank you for your interest in our solution!

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