



# Managed Services & the General Data Protection Regulation (GDPR)

## What is GDPR?

On 25th May 2018, the General Data Protection Regulation (GDPR) will be enforced across Europe, replacing the Data Protection Directive 95/46/EC and therefore the Data Protection Act 1998.

Although this law comes from the EU, it will have a global impact. It will affect any business holding personal data relating to a living individual which could be customers, prospects or employees based within the EU. Despite Brexit, the UK will still need to comply with this legislation.

If organisations neglect to comply with the new GDPR, they can be fined up to €20m or 4% of their global annual turnover. It is therefore vital that organisations begin preparing for the new regulation now.

## What does this mean for Managed Services?

Compared to the DPD, GDPR imposes stricter regulations in regard to data security. This will almost certainly have an effect on organisations who control the data, and the managed services providers who process the data. To ensure that the stricter regulations are enforced, equal liability is now placed upon the organisation controlling and using the data, and the managed service provider who processes the data. This means that while it is the responsibility of an organisation controlling the data to ensure they are the right side of meeting GDPR requirements, Managed Service Providers need to enhance their services to be able to offer additional technical and organisation measures. It is the responsibility of the organisation controlling the data to ensure managed service providers processing the data are able to supply services to meet GDPR needs.

GDPR is a big change for businesses and will have varying impacts depending on the sector and industry our customers work in. We understand that, for many of our customers, the software solutions we provide them with hold data which they need to ensure is compliant with GDPR regulations. How customers use the data in their systems will determine how GDPR effects them and how they need to prepare.

## How can Advanced help?

We have already provided our IT Outsourcing customers with security services using our existing Security Operations Centre that aid your compliance with the GDPR. This means that we handle your data in line with the regulation, but to ensure full compliance, you must ensure that your within your organisation data is handled in line with the GDPR. Our expert consultants can support you with this.

For our customers that use our Managed Hosting Service, we have committed to providing the additional security services that your journey to compliance requires, specifically around core articles defined in the GDPR. Our new 'Security in a Box' service is fully managed Security as a Service to protect your environment, software and data against threats, whilst addressing regulatory needs. The service which is managed 24/7/365 from our SOC provides initial assessment, on boarding and vulnerability assessment. Through the lifecycle, your infrastructure, applications and data are protected through intrusion detection and vulnerability scanning. Application aware firewalls are deployed with continually updated signatures to protect applications and data. Our log management service with daily log review ensures that risks can be identified in advanced, as well as meeting PCI DSS, HIPAA,

SOX and other compliance mandates. Encryption of data at rest and in transit ensures that data is not readable, in case the worst was to happen.

As with our IT Outsourcing Service, our handling of your data through our Managed Hosting Service is fully compliant with the GDPR now that we have updated our service. To ensure full compliance however, you must also review your handling of PII data in-house. Our expert consultants can support you with this.

As part of the 2018 release schedule, ProSuite products will be updated to allow data to be deleted or anonymised. New fields will also be introduced to all of the ProSuite products which will need to be completed to capture consent for learners, staff and employers.

Launching in March 2018, a new optional DPO dashboard will also be made available to all ProSuite users. The new dashboard will enable you to simply monitor and manage your organisations GDPR status.

### **Key benefits**

#### **> GDPR reports**

Save valuable time with our suite of out of the box GDPR reports. With the new dashboard, your DPO will easily be able to report on consent, subject access requests, right to be rectified and right to be forgotten. Easily manage requests

#### **> Data retention**

Simplify the management of your data with the new dashboard. View how long you have held data, monitor whether it's still required and remove as necessary.

#### **> Audit log**

With the audit log you can monitor who has access to data and when it was last accessed. Ensure your organisation is fully prepared for investigation with an easy to access, traceable report.

Training and consultancy offerings are also available to help you ensure that your FE organisation is GDPR compliant in your use of ProSuite products and support your use of the new DPO dashboard.

## **Find out more**

For more information on how we can help you on your journey to compliance, please contact your Account Manager. They will also be able to direct you to our GDPR Product Guides.

### **More information**

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