



# SOLVINX

## The GDPR demonstrably under control with SMART PIA

As a company dealing with customers, you must be able to show how carefully you handle personal data. Which means you must ensure the departments engaged in collecting and recording personal data are fully aware of the statutory regulations. And that the data is recorded in the right records and agreements. Moreover, to establish where the risks and shortcomings are and what measures may have to be taken.

And: what do you tell people who ask what data of theirs has been stored by your organisation? When you look at it like this, the GDPR represents a huge mountain of work and the process seems almost unmanageable. Head in the sand then? Just carry on updating in Excel?

Our advice is to invite one of our specialists to give you a presentation on SMART PIA. In 60 minutes they can tell you how within ten days SMART PIA will be configured and you can start getting the main components of the GDPR demonstrably under control.

### **SMART PIA gives you control of the entire process**

SMART PIA provides for a careful process of recording personal data correctly. The software uses smart, tried and tested questionnaires, supported by a sophisticated work process to secure the GDPR requirements durably in your organisation.

### The benefits of SMART PIA

- Excellent information on and overview of entire process.
- The main points of the GDPR demonstrably under control.
- Structure in the GDPR process.
- Minimum administrative burden.
- All the evidence in one database.
- Simple process flows, excellent progress control.
- Clear dashboards.

Every department or business unit where the processing of personal data is part of the daily routine is included in the workflow, locally and across national boundaries.

It shows where the risks and shortcomings are. SMART PIA goes on to set out what mitigating measures must be taken, which is reassuring for various stakeholders, demonstrable for controlling agencies and easy to use for the employees concerned. The ingenious setup makes the process simple and manageable. SMART PIA helps you lay a sound basis and facilitates the process of continuing to comply with the GDPR requirements at all times.

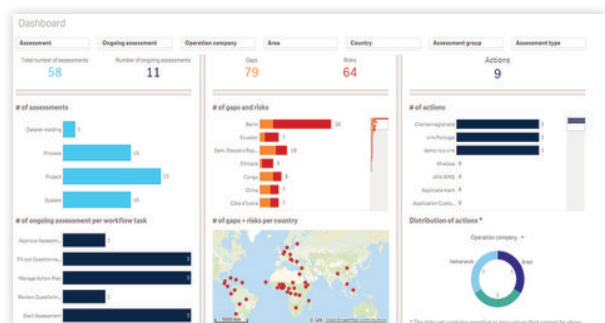
SMART PIA has now been implemented in a wide variety of organisations. It ensures we have the knowledge to deal flexibly with sector-specific or other specific requirements.

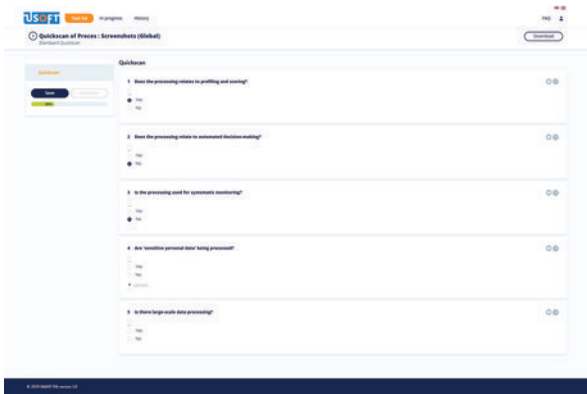
### The active and unique components of SMART PIA

SMART PIA ensures you gain control of the process of recording personal data in accordance with the requirements of the GDPR. Throughout your organisation: across all departments, business units and national boundaries. Because SMART PIA has been designed for large and small organisations, active locally and trading internationally.

A number of SMART PIA components are crucial:

- **Sophisticated workflows:** this is how we link the right people to the right questionnaires and record authorisations at the right level. SMART PIA has built up an outstanding track record in the compilation of workflows, which ensure that all post holders are involved.
- **Smart questionnaires:** SMART PIA has a large number of smart questionnaires at its disposal, whose outcome determines whether DPIAs must be made. Our years of expertise in the field of privacy are incorporated in these questionnaires and of course the latest insights of WP29 are included.
- **Tried and tested DPIAs:** in those cases where a DPIA or data privacy impact assessment must be made, we have a large number of templates at our disposal with best practices.
- **Data breach notification:** the data breach is recorded and handled in SMART PIA on the basis of the standard Personal Data Protection Authority questionnaire.
- **Data Subject Rights procedure:** in the case of a person requesting access to the processed personal data, SMART PIA provides support with the handling of this.
- **Extensive progress control:** you keep control of the entire process and, where necessary, you can take action. The actions are handled in the system fully automatically. You will for instance have information on what measures must be taken, which questionnaires remain outstanding and which data leaks must be notified.

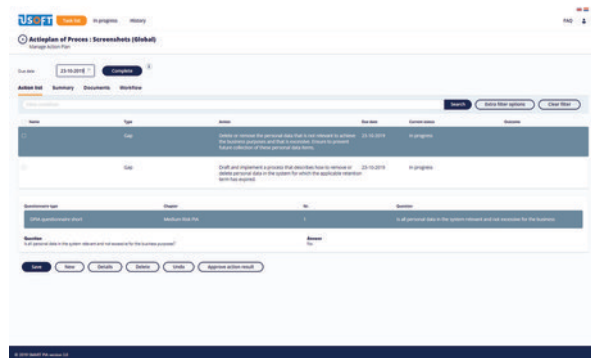




**The six basic principles of the GDPR are the cornerstone of SMART PIA**

- **Data Processing Register:** every organisation must be able to demonstrate transparently how and for what purpose personal data is collected and with whom it is shared. SMART PIA provides for a workflow that demonstrably provides information on where personal data is processed and what processes and systems underlie it. SMART PIA has been designed so that you can set up this crucial record in half the usual time and manage it straight away.
- **Data Privacy Impact Assessment (DPIA):** the GDPR is also based on an organisation bearing its own responsibility. This means that in defined cases the organisation carries out triages to determine the risk level. If a triage shows there is a high risk in the area of data protection, the organisation is obliged to carry out a DPIA. In this case the workflow shows exactly where the risks and shortcomings are and what mitigating measures must be taken. The SMART PIA DPIAs can give you a 50% time saving.
- **Data breach notification:** the GDPR requires organisations to set up a Data Breach Register. Incidents and data breaches are to be recorded in it and in some cases they must be notified to the Personal Data Protection Authority. SMART PIA's standardised process provides for fast and correct handling. In the unlikely event that you have a data emergency, you can demonstrate that you take the notification requirement seriously and handle it correctly.

- **Data Subject Rights:** persons have the right of access to and rectification and erasure of information that is known about them in your organisation. What's more, they have the right to object or, on expiry of the commercial relationship, to be forgotten or to take data away. This sounds awkward, because how are you going to fulfil this? Easy. A Register of requests and handling is created in SMART PIA, plus a simple, easy-to-use process for handling these requests. Transparent and demonstrable.
- **Data processing agreement:** where an organisation shares personal data with a supplier (because for example it has outsourced customer service), you are obliged to conclude a data processing agreement. Specific questionnaires have been drawn up for this situation in SMART PIA. These agreements therefore become part of the Record of Processing Activities. And you have instant access to the data known to suppliers, but also where it is missing.
- **Privacy by Design and Privacy by Default:** from 25 May 2018 the impact every business or IT initiative has on data protection must be considered. SMART PIA provides a standardised process flow with a correct risk assessment as a result. Easy to introduce, with clear information.



### What is the GDPR?

The General Data Protection Regulation, also known as the GDPR, came into force on 25 May 2018. The GDPR makes a major contribution to the protection of individual privacy, an important, and particularly topical, basic right. From 25 May 2018 the same privacy legislation applies throughout the EU. Among the provisions of the GDPR are:

- strengthening and expanding privacy rights
- more responsibilities for organisations.

Visit your relevant Supervisory Authority website for further information about the GDPR.

## The tool for your full privacy administration

### What is a workflow and why is it so important?

The workflow is crucially important in SMART PIA. It is an element we use to help your organisation make a great leap forward. Once the workflow is properly configured, it provides for a shorter handling time (up to 50%) of the persons concerned, fewer chances of error and a demonstrable grip on the process. But what actually is a workflow and why is it so crucial?

A workflow is a software-supported process flow. The process flow stipulates that in a specific case the right person completes or authorises the right documents. Proper definition of the process flow is very precise work and a skill in its own right, in which USoft has become a specialist.

For example: Marketing has decided it will be sensible and useful for a particular campaign to ask the customer for a mobile number in addition to their name and address details. The marketing manager passes this on to the GDPR data controller, who initiates it in SMART PIA. This sets a process in motion in which the right persons must complete the right questionnaires or DPIAs. These are then authorised by the persons responsible for them and recorded in the central system.

The process flow has been defined and laid down in advance, across departments, business units or national boundaries. The workflow can be monitored, but not manipulated, to the last detail, and it has been fully standardised and is therefore also objective.

## Fast Track

You want speed? No problem. SMART PIA can be installed in ten days and you can set about getting the GDPR demonstrably under control. In this time, we will have configured and implemented SMART PIA in conjunction with you, based on our best practice and tailored to your wishes. And what precisely will you have?

In ten days we will have set up the Record of Processing Activities, described the DPIAs and implemented the Data Breach Register. We will also ensure that the entire process is demonstrably secured, using:

- Questionnaires in Dutch and English by default. Other languages are possible on request.
- A workflow for each type of questionnaire.
- Risks, shortcomings and mitigating measures will be included in the system.
- Standard reports.



## Converting existing data to SMART PIA

If you have used Excel, Word or some other solution for the record of processing operations and DPIAs up to now, we will automatically convert this data to SMART PIA. All your work to date will be saved and reused, which is very reassuring.

## Further options with SMART PIA



- Configuration of **risks, shortcomings and mitigating measures**.
- **Flexibly** configured **workflow**.
- **Single Sign-On** for authorisation.
- SMART Connector for **access to external applications**.
- SMART Studio for **data mapping, link with legislation and systems of standards**.
- SMART Dashboard for **real-time insight**.
- SMART Security for security related **risk policies and procedures**.
- SMART Services is the service both during and after **software configuration**.



# SOLVINX

## Solvinx

SMART PIA is part of the Solvinx platform. In addition to the SMART PIA module, Solvinx can also provide the SMART Studio module for recording policies and regulations and also describing and drawing data flows (data mapping). The SMART Connector module allows external software to be connected. SMART Dashboard makes it possible to have clear dashboards using external BI tooling. With our SMART Services you have the right support available at any time, both functional and technical.



USoft is member of the IAPP – International Association of Privacy Professionals.

## Contact us

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At USoft we understand organisations desire the freedom to design their own business operations. We believe software may never pose an obstacle and should instead clear that path.

Innovation happens when you have the room to pave your own way, try new ideas and capitalise on opportunities. USoft makes this possible. With our intelligent and flexible low-code platform you can expect complete control over your data and what you want to achieve. Our technology is engineered around the power of business rules so that your organisation's context is always at the heart of everything you do.

Experience the freedom to embark on your own journey to those areas that bring differentiation and competitive advantage.

# Explore

new possibilities



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