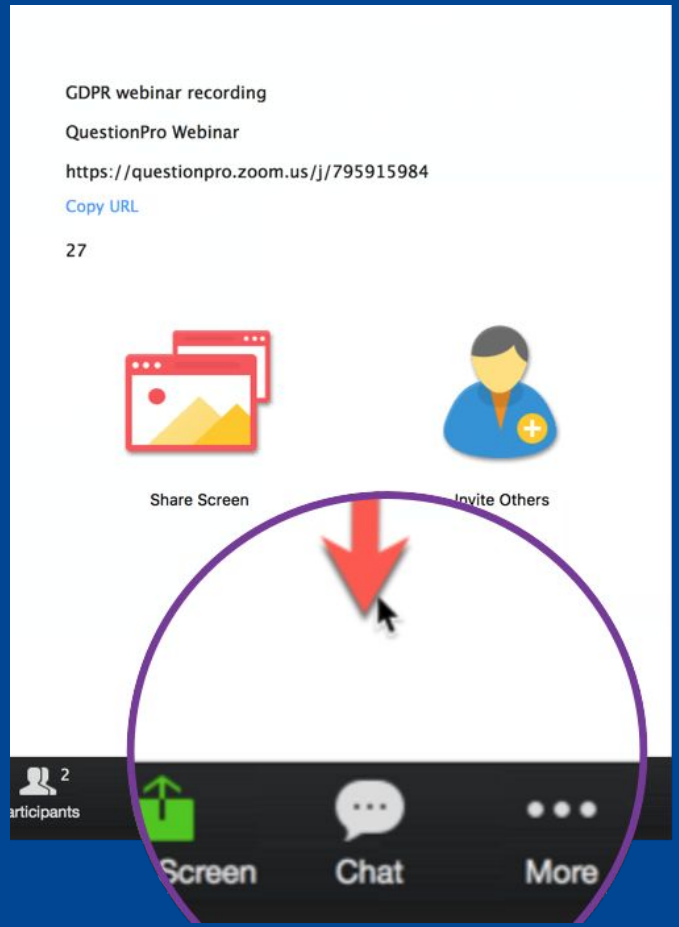
QuestionPro

GDPR

How is it going to impact you?



Ask Questions



Presenters...

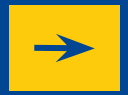


Vivek
Bhaskaran



Anup
Surendran

GDPR
Agenda



- TLDR; 4 things to avoid jail time
- GDPR Ethos & Definition
- The QuestionPro Solution for GDPR Compliance
- Q & A Session

99 Articles
200 Pages

TL;DR

1. Informed consent
2. Data Processing Agreement with Vendors
3. Data Protection Officer
4. Right access data & be forgotten

The ethos of GDPR



There's a need to have documentation of **why** people's information is being collected and processed, **descriptions** of the **information** that's held, **how long** it's being kept for and descriptions of technical **security measures** in place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"Before I write my name on the board, I'll need to know how you're planning to use that data."

What is GDPR ?



General Data Protection Regulation, commonly referred to as GDPR, is a new piece of European Union legislation intended to standardize data regulation across Europe while providing greater protection and control over data to the consumer.

WHO
Does it affect



- If your company has operations in the EU
- If you have customers/users in the EU
  - i.e. If any of your survey respondents are EU citizens

Things to keep in mind

- Full effect on 25 May 2018
- Replaces former data protection directive
- Privacy protection of EU citizen personal data
- Steep fines for non compliance

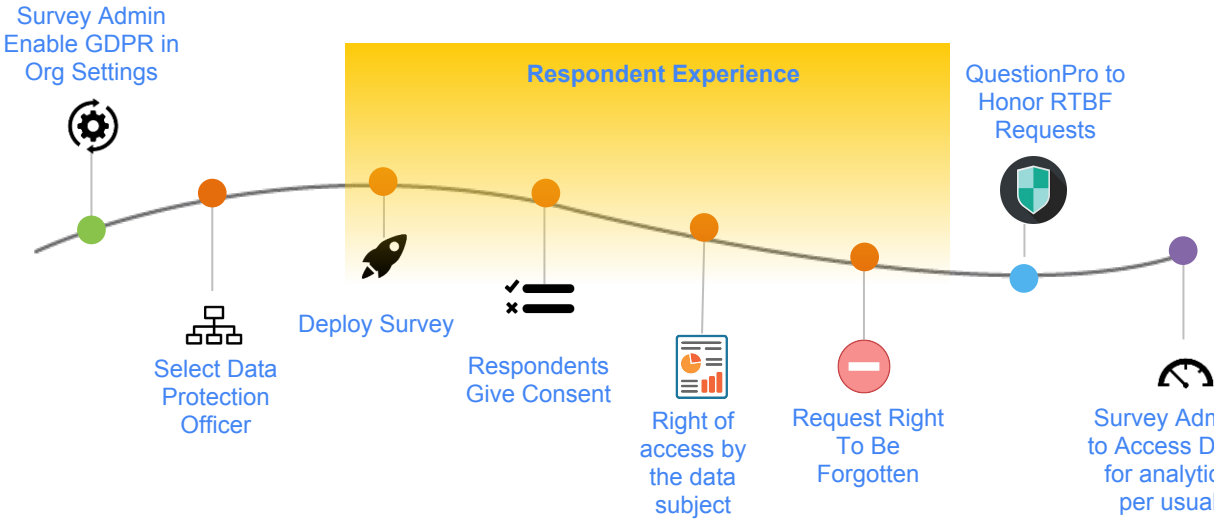
How are you affected ?

- Consumer in the driver’s seat
- Applies to all organizations that touch EU
- Appoint a data protection officer
- Tough penalties for not complying

How QuestionPro is addressing GDPR ?

1. Informed consent
2. Data Processing Agreement with Vendors
3. Data Protection Officer
4. Right to be access & be forgotten

Respondent Journey



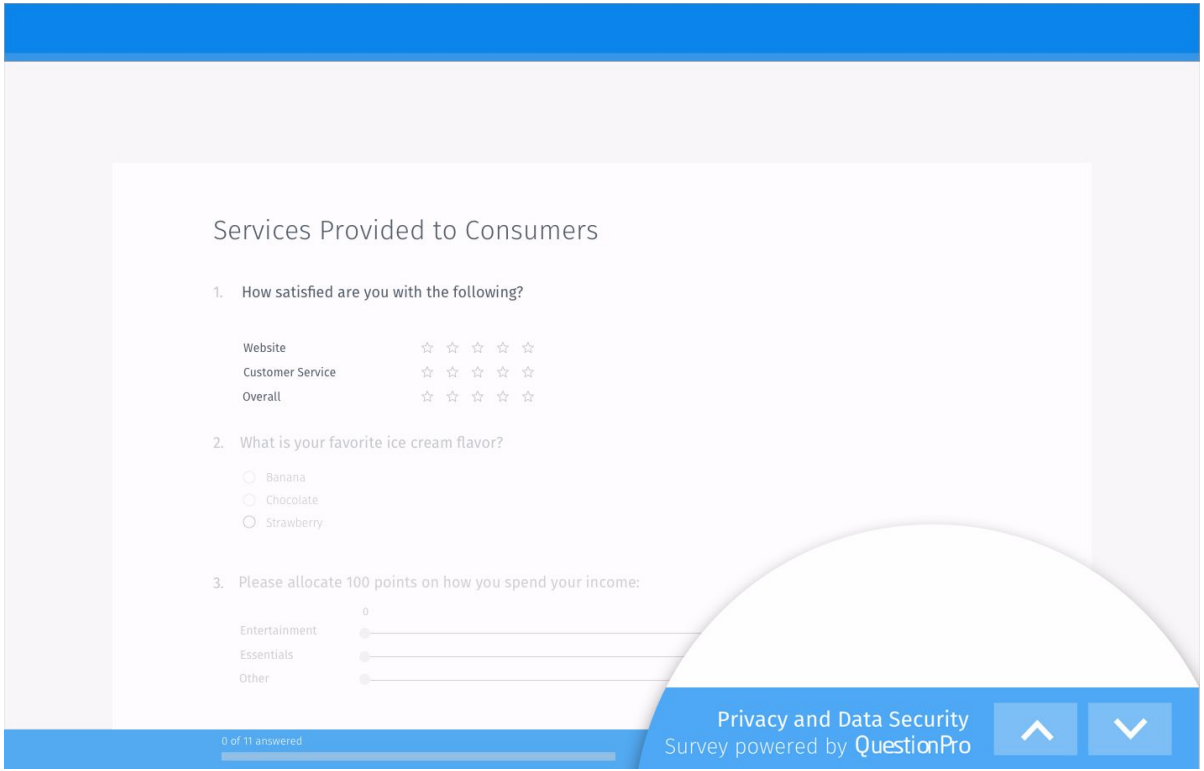
1 Informed consent

Informed Consent

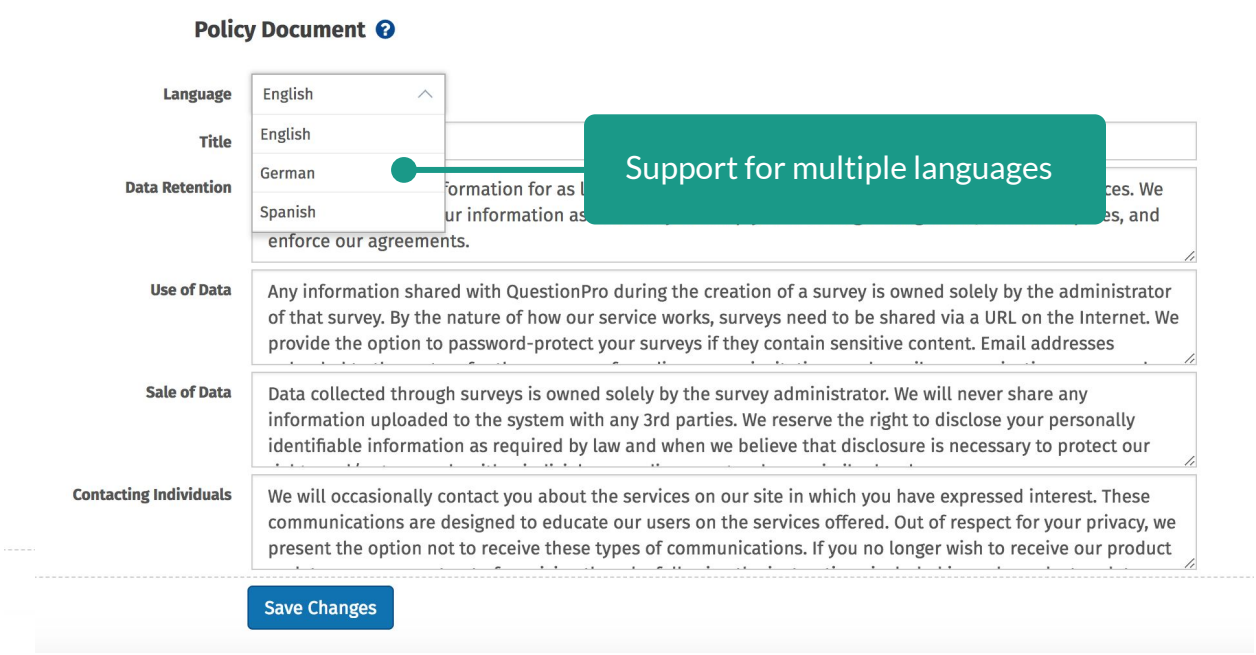
Users must give consent before they take the survey

Questionpro has a non intrusive consent footer which shows up as part of the survey taking experience

Privacy and Data Security : Respondents will see a list of all the surveys that they have taken..



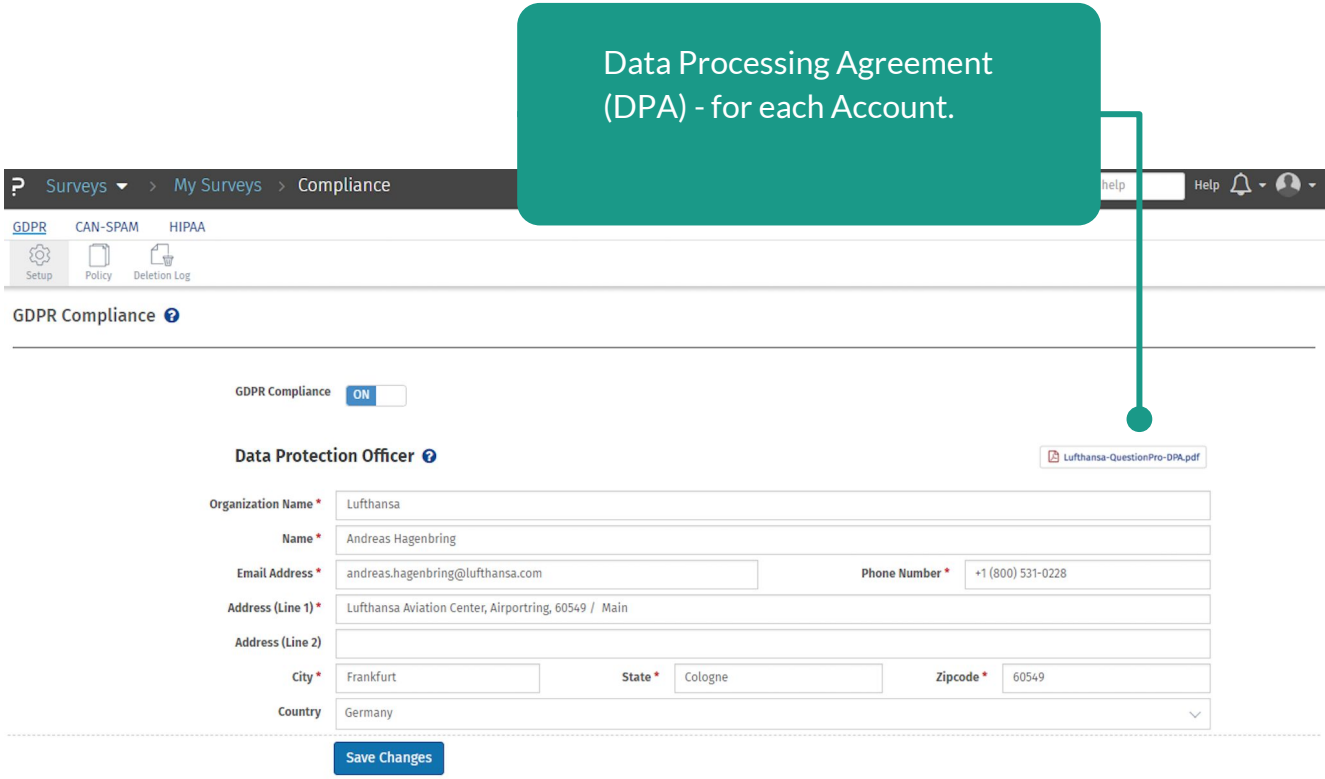
Privacy Statement use of data collected



2

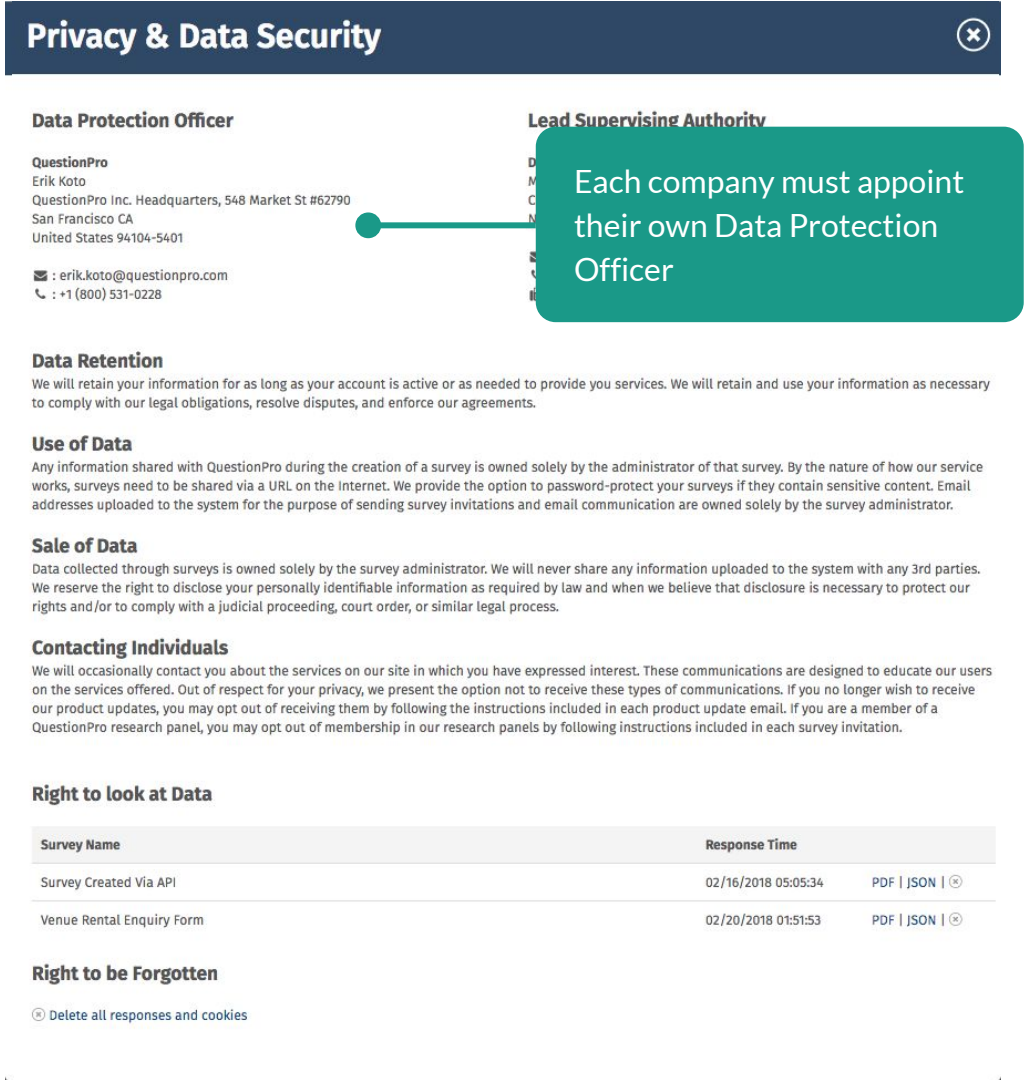
Data Processing Agreement with Vendors

Data Processing Agreement

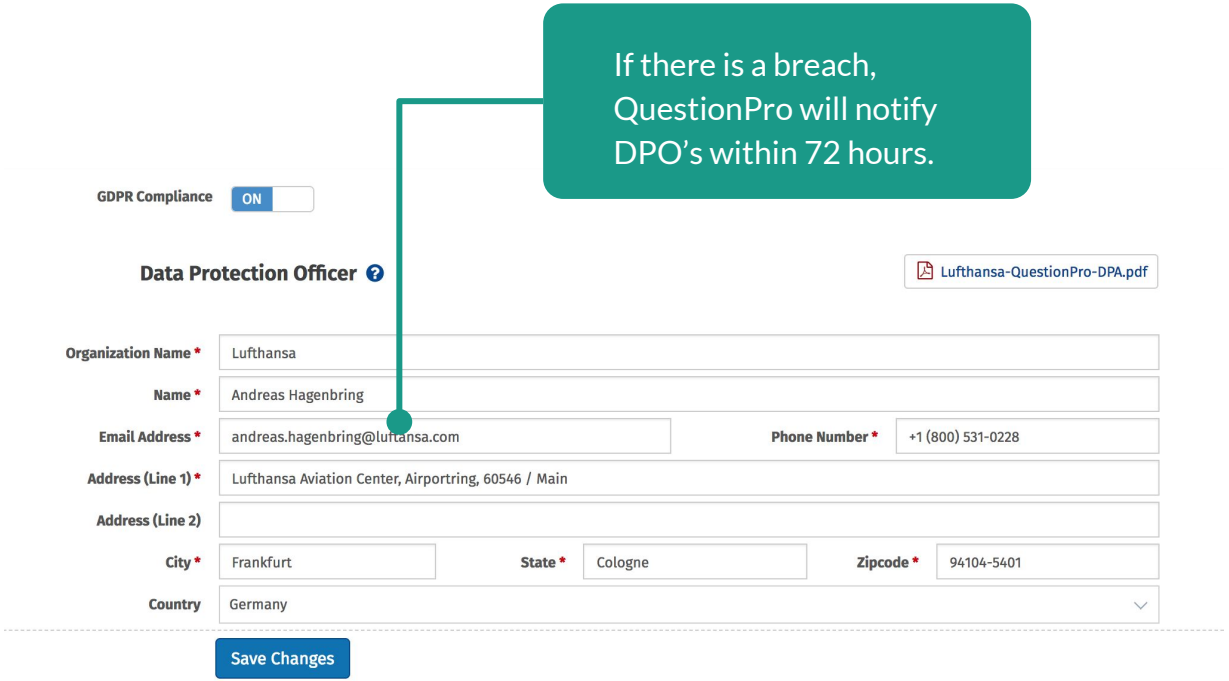


3 Data Protection Officer

Privacy Statement Data Protection Officer



Data protection officer & data breach protocol



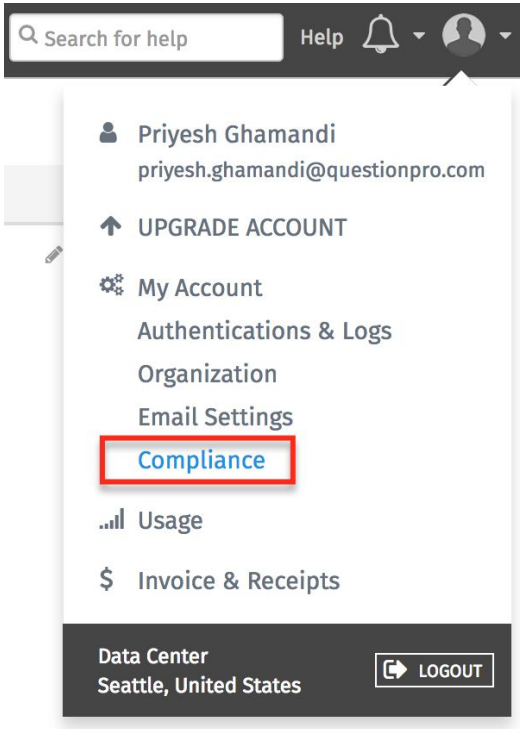
4

Right to access data & be forgotten

Protect by Design

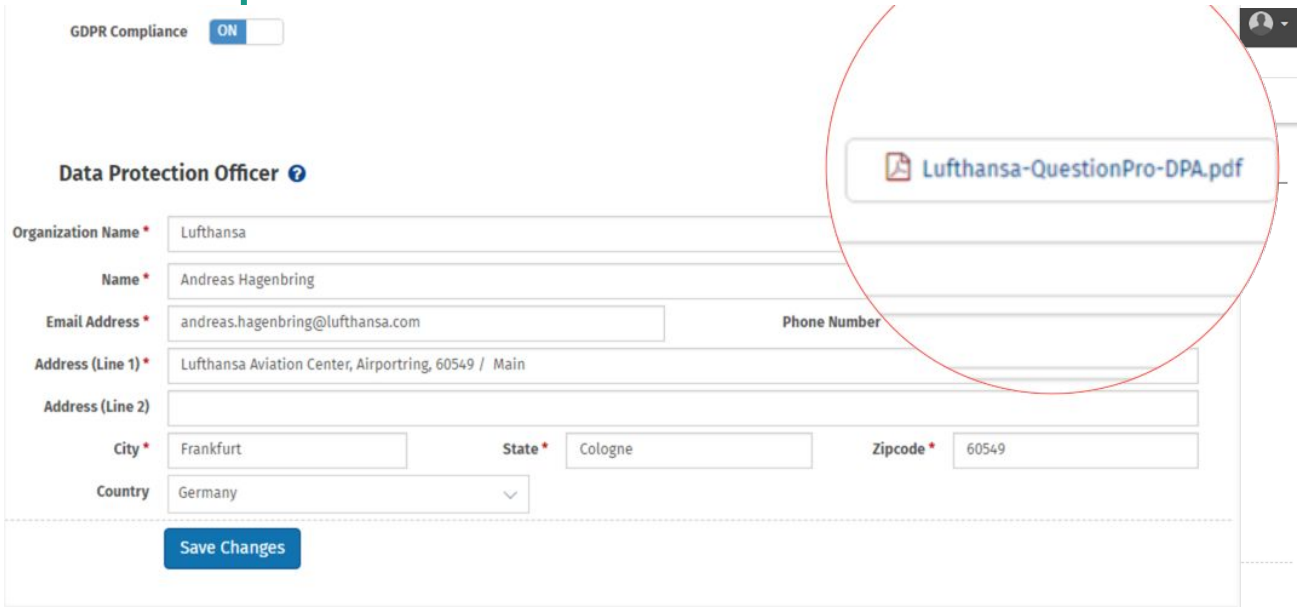
How will GDPR affect data collected by the survey admin?

- Surveys will have GDPR audit settings enabled for all surveys for EU Customers
- Modification of responses will be recorded (this includes, edits and deletes)
- The Obvious - Reports will not aggregate data which is deleted



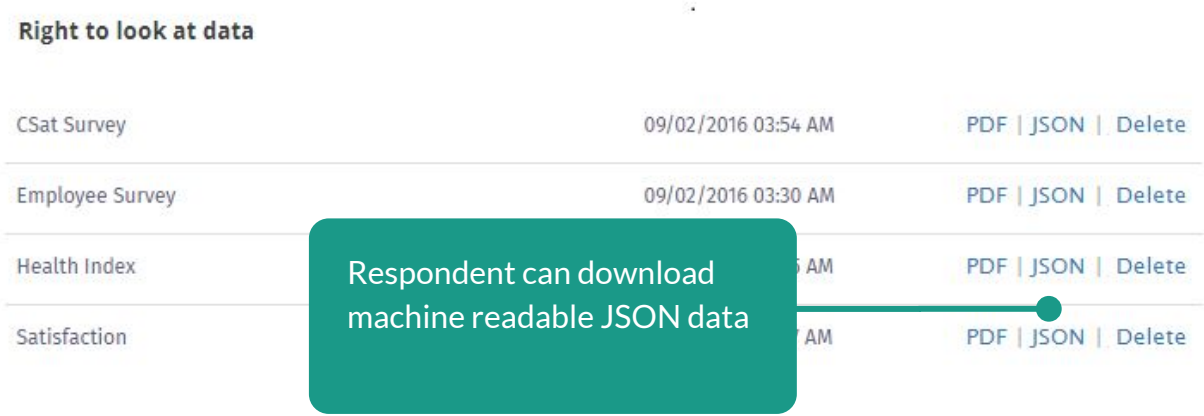
Protect by Design

GDPR Compliance is required for EU Customers and optional for Non-EU Customers



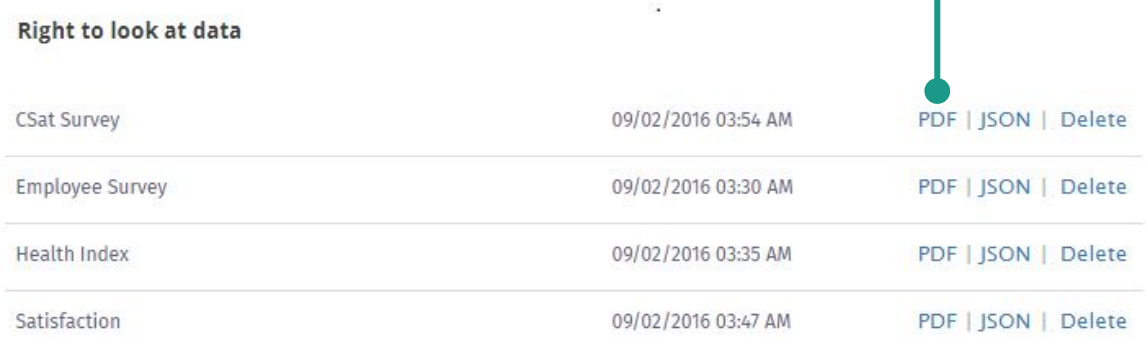
Data Portability

The respondents will be able to see that and download it in PDF as well as JSON format



Right of access by the data subject for survey data collected

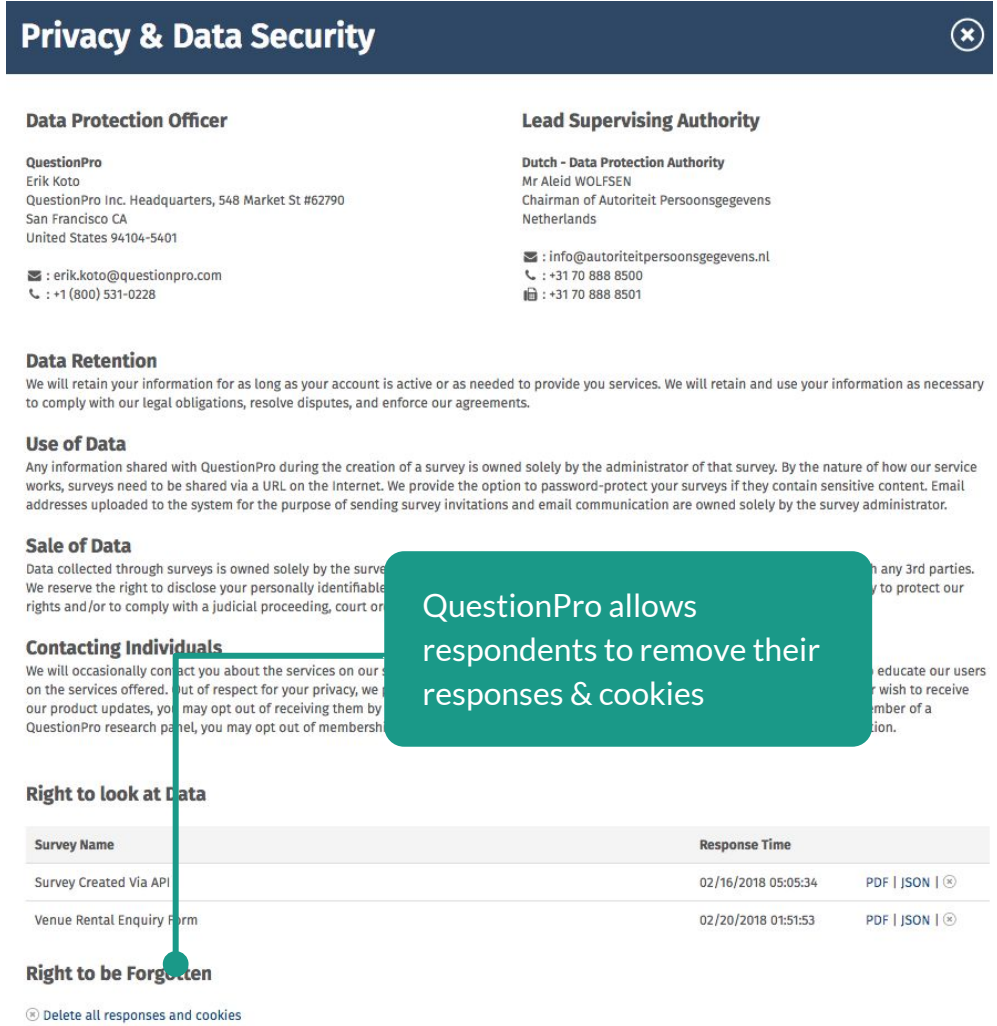
PDF copy of the survey for the respondent - by default



Right to be forgotten

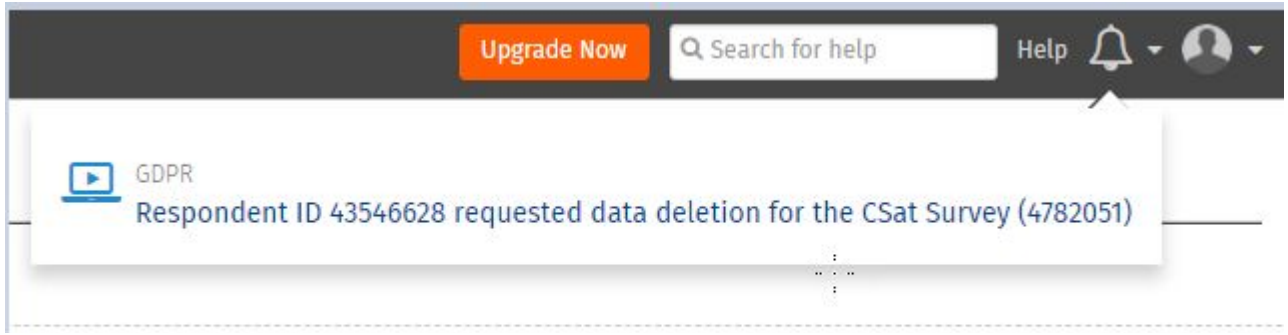
Users can request that their data be deleted. They can select what data is to be deleted:

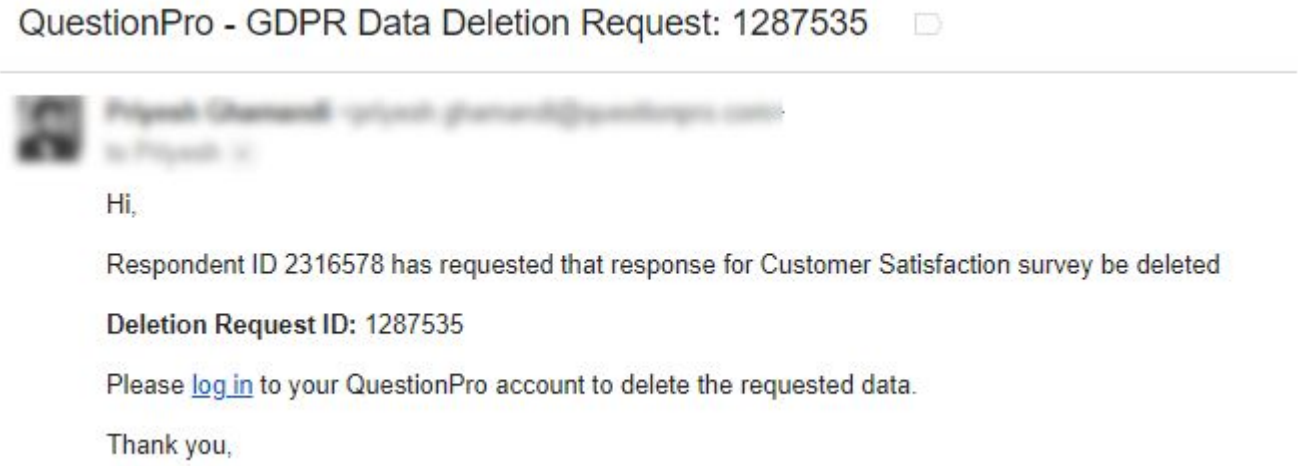
- Individual Response
- All responses
- Completely Forget*



Right to be forgotten

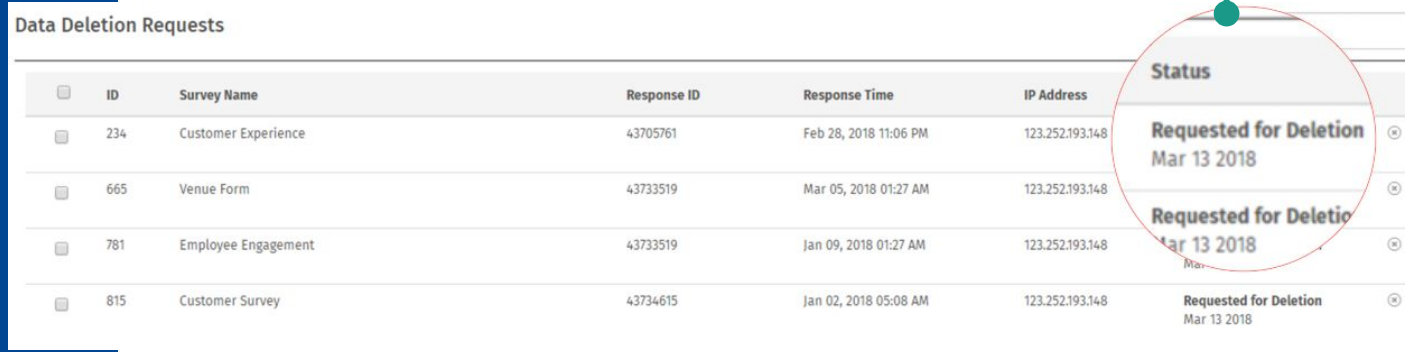
The survey administrator will be notified of all deletion requests via email and in app notifications





Right to be forgotten

Administrator can delete responses based on request



TL;DR;

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Thank You!

Q & A Session

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