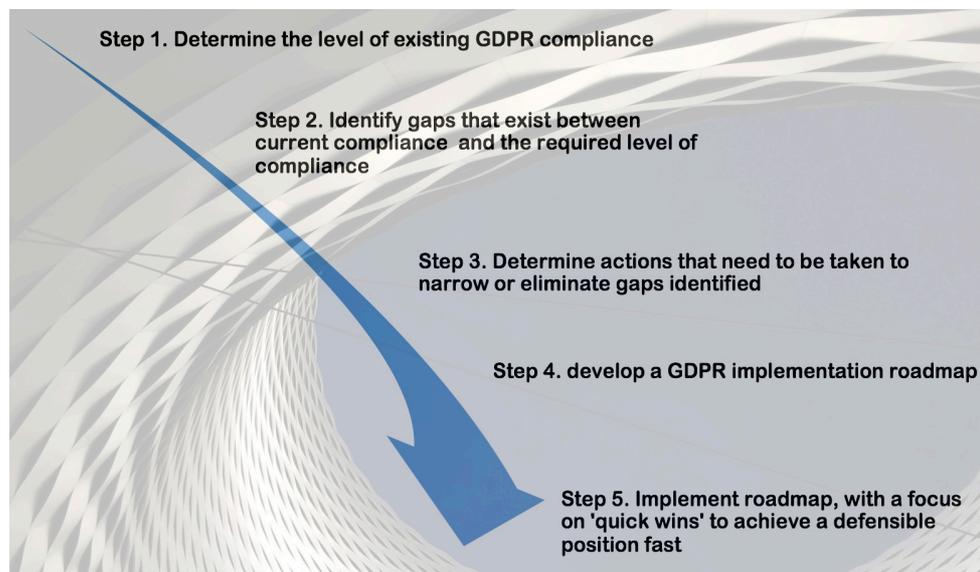


THE CRMG APPROACH TO GDPR COMPLIANCE

The overall aim of the General Data Protection Regulation (GDPR) is to improve transparency, accountability and governance. Businesses must be clear with their customers and staff as to the type of personal information collected and how it is handled (i.e. processed, stored, deleted). The organisation will be liable for any breach of the GDPR requirements and must ensure there is adequate security in place to protect the data that is collected.

CRMG's approach to GDPR compliance is firstly to help a client organisation to achieve a 'defensible' GDPR compliance position; that is to say a position where, if challenged by customers or the regulator, the organisation can demonstrate sound underlying practices for the protection of personal data and a clear roadmap for ongoing improvement. Our approach to assisting organisations to reach this position is shown below.



About the GDPR

The Data Protection Act 1998 regulates how the organisation uses and stores the personal data of its customers and staff. The EU General Data Protection Regulation (GDPR) replaces the Data Protection Act.

The GDPR sets out how organisations can collect and use personal data. The GDPR definition of personal data is wider than the current definition, and has been updated to cover changes in technology since 1998. It can include things like cookies that we automatically download when we visit websites and biometric data such as fingerprints and DNA.

THE APPROACH IN DETAIL

The GDPR gap assessment and improvement roadmap lie at the heart of the CRMG approach. A seasoned CRMG data protection expert will undertake a series of interviews with key staff, supplemented by requests for further information where necessary. This process will assess current practices against the GDPR domains outlined below. As an indicator, for a small to medium sized organisation, the interview process and review of key information (e.g. copies of supplier contracts, internal policies and so on) usually takes approximately one working week. Upon completion of the interviews, a gap assessment report and accompanying improvement roadmap will be produced.

The CRMG approach is rooted in pragmatism. While the GDPR gap assessment report will highlight all gaps and areas for remediation, the roadmap will focus on those areas which are deemed to be high risk from a compliance perspective. Actions for improvement will be prioritised according to these high risk areas with a focus on achieving a 'defensible' GDPR position fast. Once we have helped the client organisation reach a defensible position, we then focus on longer term activities that should be embedded in the organisation's processes and culture in order to achieve lasting GDPR compliance.

The CRMG approach addresses the following high level GDPR domains:

- Governance
- Business Continuity /Human Resources /Training
- Incident Management and Response
- Security Management
- Technical Security Controls.

For more information, visit us at crm-g-consult.com and complete the contact form, or call us on +44 20 3114 5187.