estos
enables easy communication

How our products meet the requirements

GDPR (EU General Data Protection Regulation)

https://www.estos.com/about-estos/gdpr

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Quelle: https://www.estos.de/ueber-estos/DSGVO

Disclaimer

All information in this presentation is given without guarantee of accuracy and completeness. The transfer of this presentation is only for the internal use of the recipient. The presentation does not constitute legal advice. This must be determined individually, taking into account the circumstances of the case.

How can estos support you in implementing the GDPR?

Difference between on-site and cloud

On-site software installation

For systems that are operated on-site, you are also responsible for documenting how personal data is processed.

1. Here we support you with **additional information about our software products (as a download)**, so you can complete this information for your directory of processing activities.

2. You have the option of taking advantage of our **Professional Service Consulting** offer for the GDPR.

Use of UCConnect

If you use our hybrid cloud components such as **ProCall Web Communication Services** or **ProCall Mobility Services**, you have already received the contractual documents with information on the processing of personal data. Of course, you can also find them on our product page.

Quelle: https://www.estos.de/ueber-estos/DSGVO

Professional Services – Consulting

- Within the scope of our Professional Service Consulting offer, we provide support in implementing your GDPR requirements for the following estos software products:

  - ProCall 6 Enterprise
  - ProCall Analytics
  - ECSTA 5
  - ixi-UMS 6 Business
  - ixi-UMS 6.60 Enterprise
  - MetaDirectory 4 Enterprise
  - Contact Kit with PhoneTools

- Excluded from this service are all other products such as the following:

  - ProCall 5 Enterprise (and older)
  - ProCall One R2 (and older)
  - ECSTA 4 (and older)
  - MetaDirectory 3.5 variants (and older)

Quelle: https://www.estos.de/ueber-estos/DSGVO

List price for Professional Services – Consulting (Gross RRP)

Professional Services		
Begleitende technische Dienstleistungen vom Hersteller		
08200010000	Spezial Paket - Erweiterter technischer Support *	60,00 €
08200090000	Spezial Paket - MultiSite, je Standort	150,00 €
08200040000	Spezial Paket - ERP/CRM Integration	998,00 €
08200050000	Training	2.060,00 €
08200060000	Consulting	2.060,00 €
08200070000	Development	2.475,00 €
08200080000	Spezial Paket - Proof of Concept	625,00 €
Artikelnummer		EVP (brutto)

Paket = pro Einheit, Training/Consulting/Development = Pauschale pro Tag zzgl. Reisekosten, /* pro 15 Minuten (Keine Abrechnung im Falle eines Produktmangels)

Quelle: https://www.estos.de/service/technische-unterstuetzung/professional-services

Get support in creating your directory of procedures

- Provision of documentation as supplementary information for drawing up the list of processing activities pursuant to Art. 30 GDPR

- Information is available for download on our website for the following software products:
  - ProCall 6 Enterprise
  - ProCall Analytics
  - ECSTA 5
  - ixi-UMS 6 Business
  - ixi-UMS 6.60 Enterprise
  - MetaDirectory 4 Enterprise
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Information on the creation of a record of processing activities pursuant to Art. 30(1) GDPR

Art. 5 GDPR: Principles

- Processing of personal data:
  - Lawfulness, processing in good faith, transparency (Art.5(1) lit a. GDPR)
  - Purpose limitation (Art. 5(1) lit b. GDPR)
  - Data minimization (Art. 5(1) lit c. GDPR)
  - Accuracy (Art. 5(1) lit d. GDPR)
  - Storage limitation (Art. 5(1) lit e. GDPR)
  - Integrity and confidentiality (Art. 5(1) lit f. GDPR)

➢ In principle is to be represented by technical and organizational measures within the company

- Accountability (Art. 5(2) GDPR)

➢ Provision of information or functions by the software vendor to meet accountability

Quelle: https://dsgvo-gesetz.de/art-5-dsgvo/

Art. 30(1) GDPR: Information on the establishment of a record of processing activities

- A record of processing activities pursuant to Art. 30(1) GDPR must contain all of the information listed exhaustively in Art. 30(1) s 2. lit a-g. GDPR for a company as a whole. This information must provide a meaningful description of the controller's processing activities.

- The compilation of a record of processing activities in no way fulfils all the documentation obligations required by the GDPR.

- The record is only one element in meeting the **accountability** requirements of **Art. 5(2) GDPR**. For example, the existence of consent (Art. 7(1) GDPR), the compliance of the entire processing (Art. 24(1) GDPR) and the results of data protection impact assessments (Art. 35(7) GDPR) must also be proven by the appropriate documentation.

Art. 25 GDPR: Data protection by design and by default

- Para. 1: Taking into account the state of the art, the cost of implementation and the nature, scope, context and purposes of processing as well as the risks of **varying likelihood and severity for rights and freedoms of natural persons posed by the processing** […] which are designed to implement data-protection principles […] **to meet the requirements of this Regulation** and **protect the rights of data subjects.**

- Para. 2: The controller shall implement **appropriate technical and organizational measures** for ensuring that, by default, only personal data which are necessary for each specific purpose of the processing are processed. […] In particular, such measures shall ensure that **by default personal data are not made accessible without the individual's intervention to an indefinite number of natural persons.**

Quelle: https://dsgvo-gesetz.de/art-25-dsgvo/

Art. 12 – 23 DSGVO: Possible occasions for GDPR proceedings (Part 1/2)

Disclosure (Art. 15(1) GDPR)

When a person asks for information about themselves about the processing activity of personal data, this concerns

- the purpose and legal basis of the collection, processing or use of personal data,

- the categories (e.g. debtors, health data, creditworthiness data) of personal data processed,

- the normal time limits for the deletion of personal data or for verifying the deletion, and

- the origin of the personal data (e.g. telephone directory, business card), insofar as these data were not collected from the data subject themselves (e.g. registration form, profile page)

Rectification (Art. 16 GDPR)

Rectification of personal data is a process of change that a person can request, such as a change of address, telephone number or surname. A central administration of all personal data can reduce the maintenance effort. The EDP should be able to take over the changes and not duplicate data storage.

Art. 12 – 23 DSGVO: Possible occasions for GDPR proceedings (Part 2/2)

Erasure/Pseudonymization (Art. 17 GDPR/ Recital 26)

A person may request the erasure of their personal data. This has the consequence that all references to the person must be removed, e.g. in all EDP systems, as far as they are not required by other regulations, e.g. for accounting purposes. Pseudonymization makes it possible to avoid any kind of inference about a person, now and in the future, which is comparable to erasure.

Restriction of the use of personal data (Art. 18(3) GDPR/ Recital 67)

A person can have the use of their personal data restricted, e.g. to prevent the sending of advertising e-mails. All computer systems should therefore be able to access the same database in order to effectively implement restrictions across all EDP systems.

Supplementary information on the register of processing information (in German)

Ergänzung zum Verzeichnis der Verarbeitungstätigkeiten gemäß Art. 30 Abs. 1 DSGVO für ProCall 6 Enterprise (ab Version 6.1)

Inhaltsverzeichnis

Ausgabestand: 7. Mai 2018   Änderungen vorbehalten   1/23

Ausgabestand: 7. Mai 2018   Änderungen vorbehalten   2/23

Quelle: https://www.estos.de/ueber-estos/DSGVO

Questions still unanswered?

We have reached the end of the presentation

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