



# FAQS

## FREQUENTLY ASKED QUESTIONS

General  
Data  
Protection  
Regulation

COMPLIANCE  
DEADLINE



### Q: Who does the GDPR affect?

**A:** The GDPR applies to organisations located within the EU and to organisations located outside of the EU if they offer goods or services to, or monitor the behaviour of, EU data subjects. It applies to all companies that process or store personal data of data subjects residing in the European Union, regardless of the company's location.

### Q: What constitutes personal data?

**A:** Any information regarding a natural person or 'data subject' that can be used to identify the person directly or indirectly. It can be anything from a name, a photo, an email address, posts on social networking websites, or a computer IP address.



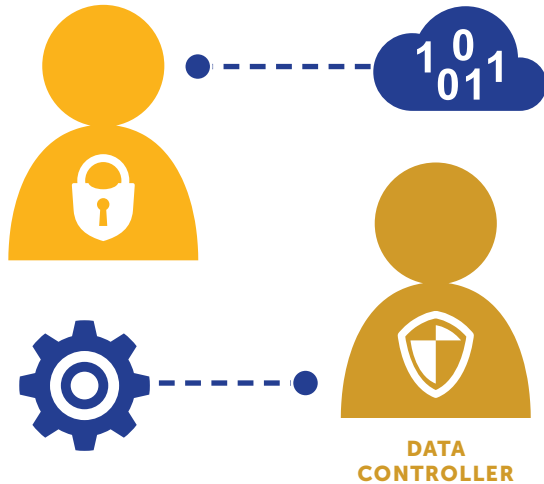
### Q: Is there a document which lists what is considered personal data?

**A:** The definition of personal data is formulated very generally in the law; given the scope of the regulation, it is not simple to list all the types of data that can be considered personal. What is clear is that the regulation applies to any kind of data concerning a determinable individual.

### Q: Is a customer's business phone number, business email address or business IP address also considered to be personal data?

**A:** Yes, if it is possible to identify a particular natural person with this information.

## DATA PROCESSOR



**Q: What about names and emails of individuals in a web system? Does this data fall under the GDPR? And do both the administrator of the web system and other parties need to treat them that way?**

**A:** Yes. Contact data of a natural person is considered personal data, and personal data falls under the GDPR. You and the administrator of the web app (if separate roles) both have to approach it accordingly.

**Q: What is the difference between a data processor and a data controller?**

**A:** A controller is the entity that determines the purposes, conditions, and means of the processing of personal data, while the processor is an entity which processes personal data on behalf of the controller.

**Q: What is meant by "right to be forgotten"?**

**A:** Individuals have the right to have their personal data deleted, in the event that it is no longer needed. 'Right to be forgotten' is in support of freedom of expression.

**Q: Is the right to be forgotten absolute? If a customer orders goods, and I need his information to complete the order, do I have to delete that information upon request?**

**A:** The right to be forgotten is not an absolute right. It is possible to put it into effect only if the data is no longer necessary for the purpose for which it was originally gathered or processed. Another case in which personal data cannot be deleted is when there is another legal obligation or law that directly obstructs the deletion (for instance the archiving law – which requires some documents containing personal data to be kept for a time period defined by law).

# GDPR



**Q: In CRM we keep record of email addresses and phone numbers of our customers' employees. Will we now need to ask for explicit permission to store them?**

**A:** It depends on if you already asked for consent when collecting the information, and also on why you collected it. If you must process the data in order to provide products or services, then the data can also be minimally processed without consent. For example, you definitely need an address to be able to send a product to a customer. In your case, you have to consider whether or not you really need the contact information of each customer – it depends on your purposes.

**Q: Can privacy policy be handled similarly to cookie policy – by placing a banner with a link to the whole privacy policy on the web?**

**A:** For a company that processes personal data, the privacy policy is one of their most important documents. We recommend entrusting the preparation of the directive to lawyers.

**Q: Simpleview CRM handles a lot of data. How does it help to comply with GDPR?**

**A:** CRM is only a tool (system) which collects and processes personal data. The security of the system is supported by Simpleview CRM's features and configuration options, as well as the communication and database backups including the necessary anonymisation of data. Since GDPR places demands also on organisational and personal requirements beyond the scope of the software solution, we can provide recommendations about how to use our products with the needed process and policy changes.



**Q: We keep record of data and store them in cloud services, for example Google Suite. There are data protection tools provided and security rules can be set. Is this enough to be in compliance?**

**A:** Providers of these type of services are responsible for compliance of their services with GDPR. Both Google and Microsoft have announced that they have been working to be in compliance with GDPR. It is important to mention that by using these services you are not automatically free from responsibility for complying with GDPR. GDPR impacts your whole organisation and by just transferring all personal data to others, you will not be doing enough to comply with it.

**Q: Does GDPR apply to contact information we already have collected? Do we have to ask our customers for their permission again, so that the new requirements are met?**

**A:** Yes, GDPR does apply to information collected before May 25th, 2018. It is recommended to re-submit items for consent, and to make sure they are clear and specific for the particular purpose required.

**Q: What about about agencies or other 3rd parties we use?**

**A:** If they have lists (individuals with their contact information) and they process personal data for your organisation on your behalf, you should understand how they are doing it and how the information is protected and obtained.



Please note this document and its content are not exhaustive resources on GDPR policy and they should not be relied on as legal advice. Because legal information is not the same as legal advice – the application of law to one’s specific circumstances, we recommend consulting a lawyer if you need legal advice on how to interpret the legislation. This content is information for awareness purposes and to inspire you to review your current policies and practices.

## Questions about the GDPR?

Contact us to find out how Simpleview can help your company manage sensitive personal data in compliance with GDPR.

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