GDPR Healthcheck

Service Type: Cloud Support Services

Service Overview

Connect's GDPR Healthcheck service helps you ensure compliance with the General Data Protection Regulation (GDPR) for a website.

The first step is to understand where your organisation resides in terms of GDPR compliance. This is achieved by conducting a check of your existing documentation, technological resilience and organisational awareness of GDPR.

This healthcheck checks common areas, highlights areas that require further investigation, and where possible, provides suggestions to fix.

Connect will thoroughly review your website, identify gaps and provide detailed recommendations on your data collection, storage and processing policies, in line with key GDPR requirements. You can then be confident of meeting GDPR compliance and avoid potentially large fines.

Does GDPR apply to me?
The UK GDPR which is kept under review, sits alongside an amended version of the Data Protection Act 2018.

If you process data (this includes names, email addresses, telephone numbers, payment details and IP addresses) of an EU citizen anywhere including residing in the UK, US, international waters or the international space station EU GDPR applies. These regulations apply across the board, irrespective of company size or sector.

Required changes will vary dependent on the information you collect, how you collect it, who has access to the data and how you intend to use or handle the long-term storage of that data.

Does my website have to be compliant?
GDPR states that if a website collects, stores or uses data, site owners must tell users who they are, why they are collecting data, for how long and who receives it; get clear consent, let users access and export their data, inform users within 72 hours of a breach and let users erase their data.

Whilst not an exhaustive list, this will impact website plugins, privacy notices, cookie policies, forms, comments, Google Analytics tracking, e-commerce, user databases and newsletter lists.

What about Salesforce, MailChimp etc.
These systems are classed as third-party data processors because they process data on your behalf. Most, but not all, of these systems are run by US companies who should be going through the process of becoming GDPR compliant, if they have not already done so.

Since the invalidation of the Privacy Shield framework which provided mechanisms to protect the flow of personal data between the EU and the US, a new Trans-Atlantic Data Privacy Framework has been agreed in principle to foster trans-Atlantic data flows.

Main features:

- » Identifies GDPR impact on website privacy notices, cookie policies, forms, comments, analytics tracking, e-commerce, user databases and newsletter lists
- » Provides clear recommendations for GDPR compliance
- » Expert knowledge from GDPR trained professionals
- » Gain an understanding of usage of personal data across your solution
- » Clarify requirements and actions to gain compliance to GDPR

Benefits:

- » Assists with achieving legal compliance with GDPR
- » Improves understanding of GDPR compliance requirements
- » Expert knowledge feeds into a detailed GDPR Healthcheck report
- » Identify risks to non-compliance with GDPR
- » Vastly experienced team trained in GDPR
- » Recommendations made on areas of unnecessary data collection
- » Avoid large fines and reputational damage
- » Gain the trust of your users and other stakeholders

On-boarding and Off-boarding

On-boarding is as per Ordering details below. Off-boarding occurs on delivery of resultant GDPR Healthcheck report.

Service Management Details

The service is managed using Connect's internal management processes and subject to ISO9001 quality standards.

Service Levels

The service is delivered within normal working hours of 9am-5pm. An agreed date for delivery of the GDPR Healthcheck report will be agreed with the client.

Financial recompense model

Payment is based on delivery of the service within the agreed timescale.

Training

No training is necessary for your team.

Ordering and Invoicing Process

Ordering

- » Client places G-Cloud order
- » Client provides Connect with a Purchase Order Number
- » Connect raises Sales Order to be signed by client

Invoicing
- » Client signs off that service has been delivered
- » Connect invoices client
- » Payment terms 15 days

Termination Terms

Termination of this service will be governed by G-Cloud Call Off Terms and then by Connect's terms and conditions.

Data Restoration/Service migration

All data collected is returned to the customer.

Technical requirements

None

Trial Service

None

Testimonials

100% of respondents to our recent support and maintenance survey would recommend the support service and consider it value for money.

Get in Touch

Connect
3rd Floor New Barratt House
47 North John Street
Liverpool L2 6SG

Tel: 0151 282 4321
Email: gcloud@connectinternetsolutions.com
Web: www.connectinternetsolutions.com

Other GCloud services provided by Connect:

Environmental/Climate Research Mapping Tool
Google Analytics
Headless CMS
ISO 27001 Virtual Server Hosting
Off the Shelf Intranet
Open Source Directory Website
Search Engine Optimisation (SEO)
Sightseer Website
Umbraco App Content Manager
Umbraco Content Management System (CMS)
Umbraco Intranet
Umbraco Support
User Experience (UX)
Web Application Managed Hosting
Website Accessibility Audit
Website Accessibility Content Training
Website Migration to Open Source CMS
WordPress App Content Manager
WordPress Content Management System (CMS)
WordPress Intranet
WordPress Support