

8 Step Plan to Surviving the General Data Protection Regulation

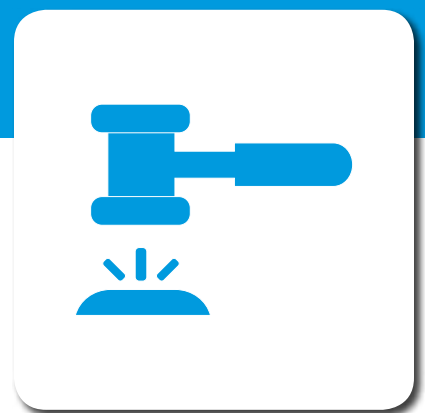
The GDPR (General Data Protection Regulation) is the biggest transformation of data protection law to affect contact centres in last 20 years. This landmark piece of legislation will impact every contact centre that holds or uses personal data within the EU.



28,000 Data Protection Officers appointed in Europe and US by 2016



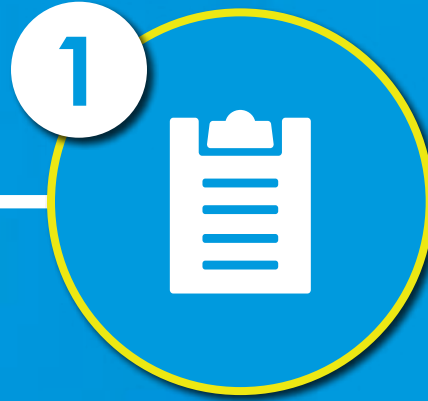
Time is running out to comply with General Data Protection



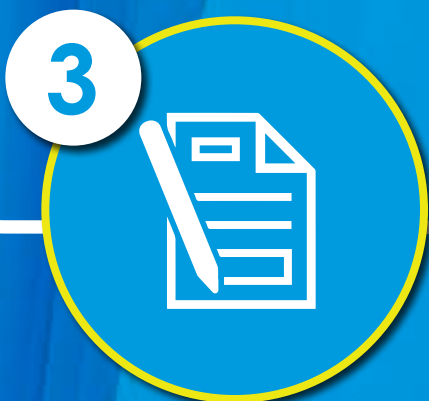
Fines of up to €20m or 4% of global turnover



2 Determine if you will be affected by the GDPR and understand the penalties to your business.



1 Analyse what data you will process, how and why?



3 Compile a plan according to the May 2018 deadline & assess the risks and harm that could be caused & review which stakeholders you need to consult.



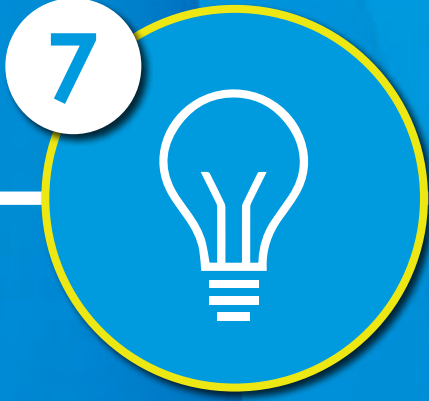
4 Establish how you are going to build in data protection from the beginning of processing to ensure opt-in consent.



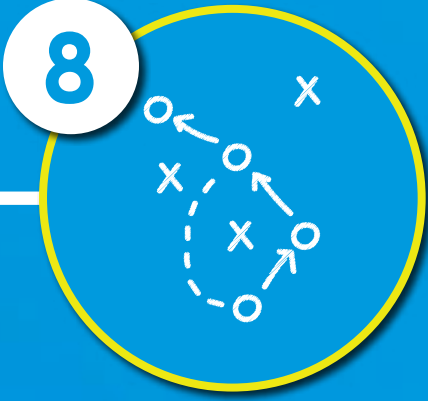
6 Involve legal to check that your cookie consent and privacy policies are transparent in relation to compliance.



5 Document how you will prove compliance and start early by enforcing an opt-in script for your agents to support other e-marketing campaigns.



7 Involve your contact centre technology provider to advise on alternative technology to support the marketing efforts.



8 Plan how your organisation will handle incidents, problems and complaints.

Download full GDPR article for further hints & tips

Please contact Noble Systems to learn how Contact Centre technology can provide substantial support to organisations aiming combat loss of revenues as a result of GDPR restrictions.