

GDPR in Essentials

Updated on April 27, 2018

Contents

GDPR in Essentials.....	3
Quest settings.....	3
GDPR Statement Manager	5
Editing or creating a new GDPR statement	6
Answer module.....	7
Flagging of personal data	7
Respondent search, export and delete tool.....	8
Other	9

GDPR in Essentials

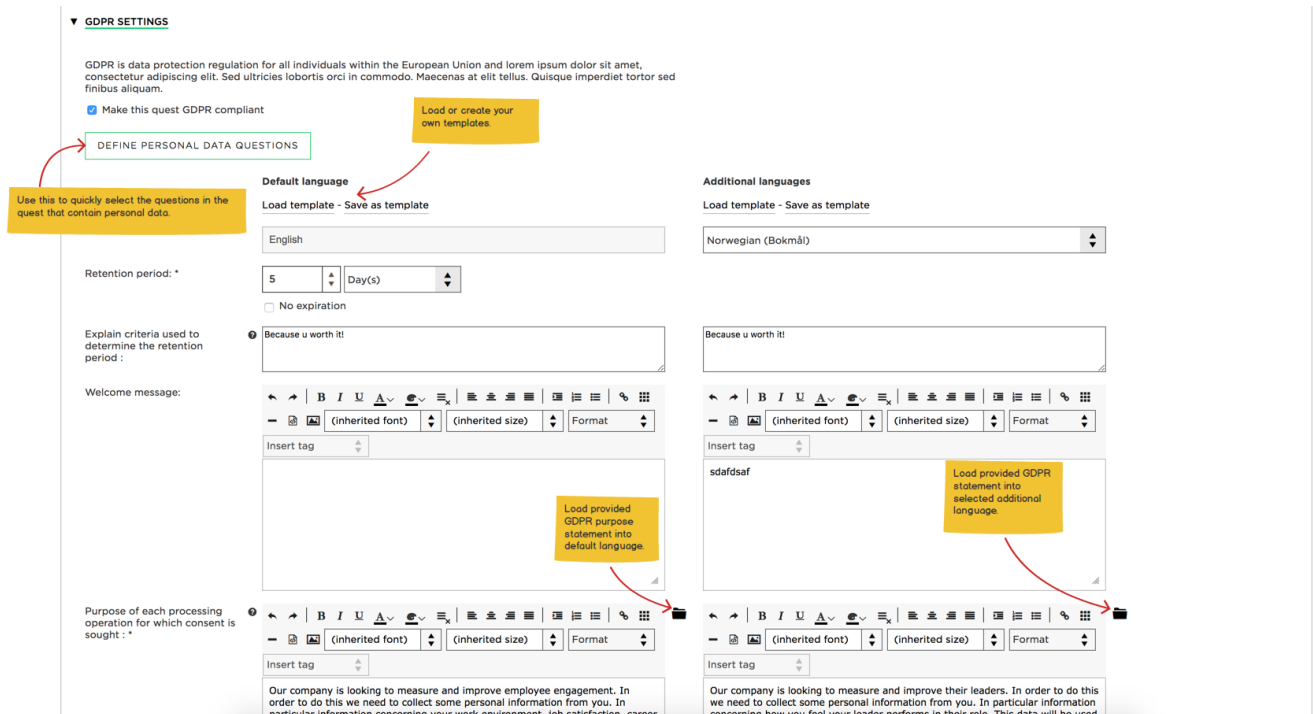
The General Data Protection Regulation (GDPR) is a regulation intended to strengthen and unify data protection for all individuals within the European Union.

Questback Essentials needs to comply with GDPR by May 25th, 2018.

NOTE: this document describes a feature we're still working on implementing, but while some smaller parts might be subject to change/tweaking, the general functionality will be pretty stable.

Quest settings

GDPR Settings is a new accordion at the bottom of Quest settings. This is where GDPR can be enabled for a quest. Once the checkbox is checked, the settings are revealed. This setting will be enabled by default for all new quests. If you rarely/never invite EU citizens to your quests, you may contact us to make this setting disabled by default.



The GDPR settings consist of the GDPR purpose statement, as well as the following fields:

Field label	Mandatory	Example for employee engagement
Company name (controller)	yes	Questback AS
Contact Details <ul style="list-style-type: none"> • Address • Phone 	yes	Bogstadveien 54, Oslo

• Email		
Controller's representative (if applicable)	no	Kanzlei Vollpfeifen & Partner ADDRESS
Purpose of each processing operation for which consent is sought	yes	The purpose for the processing of personal data for the defined use case is to comply with company regulations regarding continuous dialogue with employees about their work environment, job satisfaction, career opportunities and other elements relevant to their position in the company. Company will use the personal data in order to assess trends in employee satisfaction over years, in order to pinpoint areas where measures are needed for increased employee satisfaction, or to mitigate negative working environment.
What personal data will be collected and used	no	Name, email, IP address,
What special categories of personal data will be collected and used	no	sexual orientation, health information, trade union membership
Retention period	yes	3 months
Criteria used to determine processing period (if no retention period has been defined)	no	after 250 survey are completed
Legal basis for processing	no	consent
egitimate interest of controller or third party (if applicable)	no	evaluate and assess customer satisfaction, improve workplace culture and atmosphere
Recipients or categories of recipients of the personal data	no	HR, Senior management
Transfer of data to a non-EU/EEC country or international organisation, and safeguards	no	transfer to USA based on EU standards clauses
Statutory or contractual requirement (if applicable)		none

Automated decision making	no	none
Information on data subject rights	no	text
Information on right to withdraw consent	no	text
Information on supervisory authority	no	text
Name & contact details of data protection officer (if applicable)	no	Dr. Kinast und Partner ADRESSE

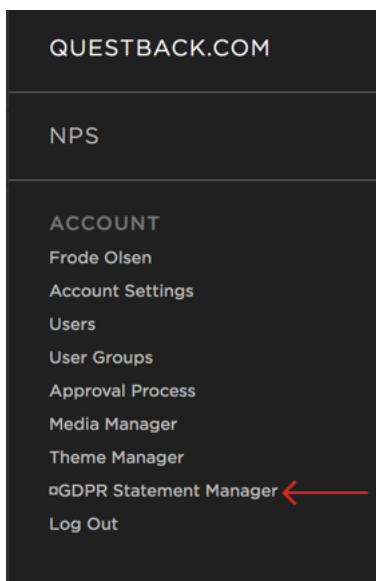
The user can edit all the texts directly in the input fields, or – in the case of the Purpose statement – opt to fill the input field with one of our provided Purpose statements. Moreover, the user can create, share and use templates to speed up the GDPR settings setup. The templates can be managed and edited from the GDPR Statement Manager, described in the section below.

The retention period control is used to set the time until all data flagged as personal data is deleted. The retention period is implemented on the response level, meaning that the personal data in a particular response is set to be deleted n days/weeks/months **after the consent is given** (the time the respondent clicks “Next” after having checked the checkbox to give his/her consent).

In published quests, **we will log** each revision of any field, as well as the date & time and username of the user carrying out the revision.

GDPR Statement Manager

Statements can be created, edited and managed with the GDPR Statement Manager. It’s similar to existing managers we have, such as Theme Manager. This is made available in the side menu, just like the rest of the managers. The GDPR Statement Manager will only be available to Super Users.



GDPR Statement Manager

Search...

0 selected

<input type="checkbox"/>	NAME	LANGUAGE	EDITABLE	STATUS	CREATED BY	LAST MODIFIED	
<input type="checkbox"/>	VoC	ENGLISH	NO	SHARED	Dag Hasvold	18/04/2018 14:30	
<input type="checkbox"/>	VoC	NORWEGIAN (BOKMÅL)	YES	PRIVATE	Frode Olsen	19/04/2018 09:03	<input type="button" value="lock"/> <input type="button" value="trash"/>
<input type="checkbox"/>	Tobben	ENGLISH	NO	SHARED	Dag Hasvold	18/04/2018 09:03	
<input type="checkbox"/>	Test GDPR	ENGLISH	NO	SHARED	Dag Hasvold	18/04/2018 08:49	

1 - 4 of 4 items

Shared statements will be shared with all users on the account.

Editing or creating a new GDPR statement

When creating and/or editing a GDPR statement, the user will have access to the same fields as in the GDPR settings accordion, with the exception of the retention period, as this is more of a quest specific setting.

GDPR Statement Manager → VoC

GDPR Statement Editor

Language: *

Name: *

Description:

Criteria used to determine processing period (if no retention period has been defined):

@Welcome message@:

Purpose of each processing operation for which consent is sought:

Our company is looking to measure and improve it's customer satisfaction. In order to do this we need to collect some personal information from you. In particular information concerning the services and/or products we supply to you. We will only use this data in order to identify potential areas for improvement, and ensure a positive customer experience.

Use this to load one of our pre-defined GDPR purpose statements

Answer module

If GDPR setting has been enabled, then the statement page is displayed after password and language pages:

Information about data processing

Our company is looking to measure and improve employee engagement. In order to do this we need to collect some personal information from you. In particular information concerning your work environment, job satisfaction, career opportunities and other information relevant to your position. By tracking this data over time, your company will look to identify potential areas for improvement, and ensure a positive working environment. Our company will not be able to identify responses from any one individual.

How to contact us	Our EU representative
Questback AS	
Bogstadveien 54	
If you would like to obtain more information about the processing of your personal data click (link) here	
<input type="checkbox"/> agree to the processing of my personal data in accordance with the information provided herein.	
I don't want to participate	<input type="button" value="Next"/>

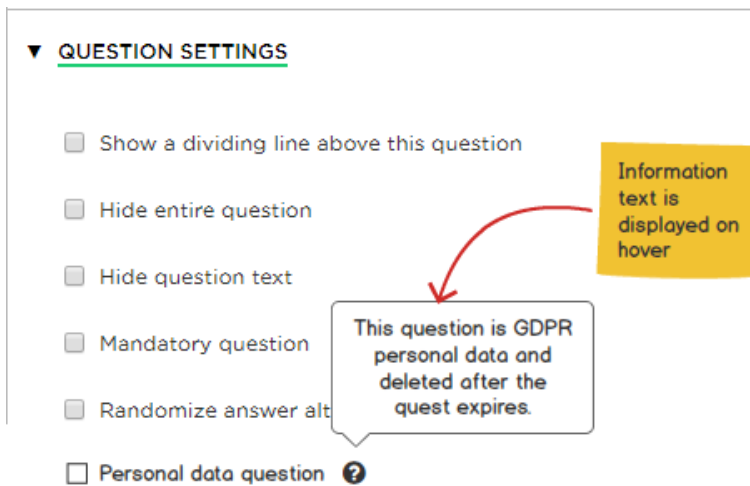
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NOTE: The mandatory fields will always be displayed, whereas the optional fields will be displayed only if they contain data.

IMPORTANT: We will log the fact that each respondent has agreed to the purpose statement, as well as the date & time of the agreement.

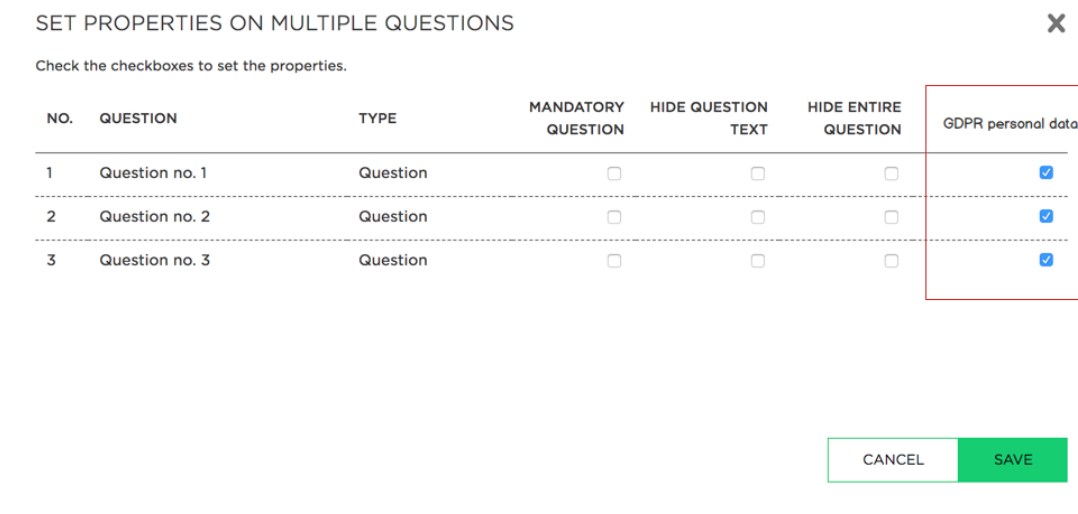
Flagging of personal data

If GDPR is enabled, then a new Question setting is available on all question types:



This setting will be enabled by default on every question type of open answer (short, long, matrix), Matrix (text Grid/Custom) and all Respondent Data

For convenience purposes, we have added the personal data question setting to the other actions utility:



Respondent search, export and delete tool

We need to have a facility for exporting and/or deleting respondent personal data if user requests it from the controller.

- search for quests and respondents – options to export all data we have about the respondent.
- Option to delete all data flagged as personal for that respondent

- When deleting, non-personal data should be kept in the system, but not be tied to that particular respondent (the respondent's e-mail address should be deleted or replaced with a dummy e-mail or other non-identifiable string).
- Should be available to the responsible user on the same page as the SMS settings, i.e. Account Settings.

Control for searching for e-mail address or mobile number:

Please use the search bar below to search for an e-mail address or mobile number.

Search results should be provided in a grid:

Please use the search bar below to search for an e-mail address or mobile number.

[Delete personal data](#) [Export data](#)

<input type="checkbox"/>	E-mail	Quest	Number of personal data fields
<input type="checkbox"/>	johnnyrotten@hotmail.com	Welcome to EMI	4
<input checked="" type="checkbox"/>	johnnyrotten@hotmail.com	Exit survey EMI	2
<input type="checkbox"/>	johnnyrotten@hotmail.com	Customer feedback survey	9

Other

When personal data is removed, then all Follow-up dialogs will also be deleted because they could contain personal data. Cases will remain.

NOTE: We need to log all GDPR option changes, deleting of data etc.