

WANT TO COLLECT FEEDBACK FROM PEOPLE IN EUROPE? KNOW THE GDPR

WHAT IS THE GENERAL DATA PROTECTION REGULATION - THE GDPR?

- Replaces current law in all EU and EEA countries, effective on May 25th 2018
- Applies to organizations globally who process data that relates to natural persons in the EU and EEA
- Gives the individual full control of his or her personal data
- Provides clear regulations about when and how organizations may process personal data
- Provides clear regulations about transparency related to processing of personal data
- Provides strict sanctions

WHAT DOES THE GDPR MEAN FOR FEEDBACK?

- Collection and assessment of feedback is processing of data relating to individuals
- Any entity that collects or assesses feedback is a Controller under the GDPR
- A Controller must ensure that it processes personal data in accordance with the GDPR
- If a supplier processes personal data for the Controller, the supplier is a Processor under the GDPR
- A Controller that wishes to use a Processor (such as Questback) in the feedback process is required to ensure that the Processor has all required policies, safety measures and procedures in place
- A Controller that wishes to use a Processor in the feedback process, must have a Data Processing Agreement in place with the Processor

FEEDBACK UNDER GDPR – WHY QUESTBACK IS A SAFE CHOICE

FEEDBACK COLLECTION AND ASSESSMENT IS PROCESSING
OF PERSONAL DATA AND MUST BE COMPLIANT WITH GDPR

When you collect and assess feedback from employees, customers or other individuals in Europe, this is processing of personal data. It is your responsibility to perform it in compliance with the GDPR and to document your compliance with the GDPR. Using Questback will make compliance easy.



FOCUS ON GDPR

Questback, including its top management, has focused upon GDPR since February 2015

Questback has a Data Protection Officer in place for the group,
in addition to a local Data Protection Officer in Germany.



BASED IN EUROPE

Questback is based in Europe with its headquarters in Norway and its data storage in Germany.
Questback offers storage in US-based data centers to customers who request it.



HIGH LEVEL SECURITY

Questback's data centers in Germany continue to meet the highest security requirements in Germany,
which have been the highest in Europe and meet GDPR requirements for security.



BCR FOR PROCESSORS

Questback is in the process of implementing Binding Corporate Rules for processors, with high level
internal requirements and full transparency. The final application for getting the rules approved by Data
Protection Authorities was sent in July 2017.



TECHNICAL REQUIREMENTS

The GDPR sets out clear technical requirements to be followed
that will be implemented in Questback's software in time before GDPR comes into effect.

Hereunder

- > Privacy by design and default
- > The right to be forgotten
- > Data portability



DOCUMENTATION

The GDPR sets out clear requirements for controllers to document their processing.
When using Questback, customers will have access to required documentation of the
processing that takes place while personal data is in Questback's systems.

PROCESSING OF RESPONDENT PERSONAL DATA IN QUESTBACK



The Respondent is the DATA SUBJECT

He/she provides input into the survey, and must provide consent for the Controller to process it.



Questback's customer is the CONTROLLER

It must have a lawful basis (typically consent) for processing the Personal Data.

It defines the purpose for processing and the duration of the processing.

It has full access to the data at all times.

It is the contact point for the Data Subject.



Questback is the PROCESSOR

Questback provides the software tool used by the Controller. The tool includes functionality allowing customer to fulfill its requirements in the GDPR.

Questback performs support and services.

Questback provides the required security measures.

Data Processing Agreement in place with Customer.



Questback's hosting provider is the SUB-PROCESSOR

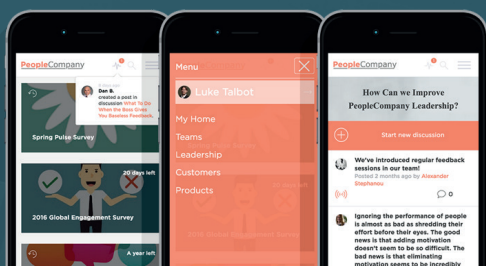
Questback's hosting provider provides access to data centers and servers, and ensures high level of security.

Data Processing Agreement in place with Questback.



Other Questback entities may be SUB-PROCESSORS

Support and services may be provided by other entities within the Questback Group.



QUESTBACK'S WORK TOWARDS GDPR COMPLIANCE – ROADMAP

	2017				2018
	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018
BCR/ pBCR application part 1	Complete 2015				
BCR/ pBCR application part 2	Complete July 2017				
Document production, policies	Ongoing, main documents final with BCR / pBCR application				
Hire additional FTE	Plan September 2018				Complete January 2018
Finalize, publish and implement policies and documentation	Ongoing from BCR / pBCR application				
External communication (docs, social media etc)	Start September 2017				
Mapping of systems	Ongoing process, changes due to GDPR				
Risk assessments (PIA)	Ongoing process, changes due to GDPR				
Set up privacy organization	Ongoing process, changes due to GDPR				
Training all employees	1st round final in H1 2017. Second round in H2 2017				
Organize and ensure progress for tech groups (9 groups)	Ongoing process. Implementation				
Organize and ensure progress for PS groups (3 groups)	Ongoing process				
Organize and ensure progress for Marketing & Sales (6 groups)	Ongoing process				
Organize and ensure progress for Finance & Admin groups (7 groups)	Ongoing process				
Organize and ensure progress for Management groups (3 groups)	Ongoing process				

WANT TO FIND OUT MORE?

18_GDPR_X_GLv2

Further questions about how Questback works towards GDPR-compliance can be directed to:

Data Protection Officer, Questback Group
Arve Føyen, Lawyer/Partner
Advokatfirmaet Føyen Torkildsen AS
Mobile: +47 91 81 99 62
E-mail: af@foyentorkildsen.no

General Counsel, Questback Group
Sara N. Habberstad
Mobile: +47 98255059
E-mail: sha@questback.com

www.questback.com

People matter.
Get their insight.

info@questback.com