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Becoming GDPR-compliant in 10 Steps

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DATA PRIVACY LAW LEGISLATION
MICROSOFT DYNAMICS 365 FOR SALES CRM PACKAGE INDIVIDUAL PACKAGE DSGVO GDPR
HIGH FINES

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- Gold Enterprise Resource Planning
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- Gold Collaboration and Content
- Gold Data Analytics
- Gold Cloud Platform



PREFACE

Dear readers,

Although some lawyers consider the General Data Protection Regulation (GDPR) an evolution of data protection law rather than a revolution, it contains some elements for everyday company operations which amount to a revolution. The principle of “privacy by design” gives preference to the responsible handling of personal data (Human Data Responsibility, HDR) over the practice of “comprehensive data collection” previously common in many companies. This requires a change of thinking in terms of the design and implementation of marketing and customer support programs, comprehensive changes to the IT systems and expanded documentation duties and accountability.

The GDPR concerns IT systems processing personal data as severely as no other legal stipulation in the past years. While it was common practice for a long time only to deactivate records instead of deleting them, this regulation brings about a radical change with the “right to be forgotten” (any person may request the deletion of their personal data when they are no longer needed). Many systems currently do not offer the technical features to comply with this requirement. This requirement is only one of many examples and clearly shows the amount of changes which will be required to make your company and IT GDPR-compliant.



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On 27 April 2016 – quite unnoticed by the general public – the European Parliament in Strasbourg passed a law which has a huge influence on companies and strengthen the rights of consumers: the EU General Data Protection Regulation (Regulation 679/2016), short GDPR.

The adoption of this law was preceded by a long discussion process. The dialogue of experts and members of the European Parliament, the European Commission and the European Council had the task of aligning the requirements, needs and concerns of the EU member states, the industry and various civil rights organisations with EU legal bases, technical developments and recent revelations about improper use of data.

The result is a nearly 90-pages legal document comprising more than 170 explanatory recitals and 99 articles. The regulation can be viewed in all official languages of the EU at <http://bit.ly/gdpr-law>.

Info:

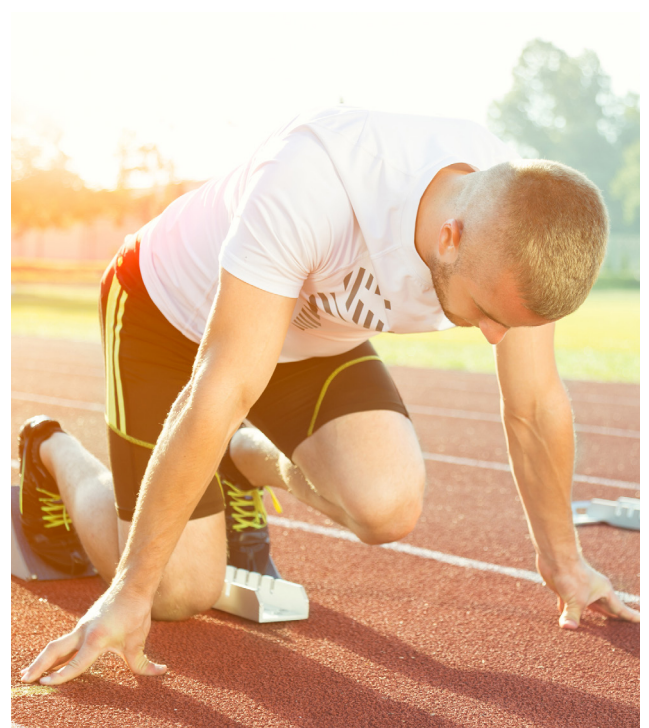
The very high fines of up to EUR 20 million or 4 % of the global annual turnover of a company (the respective higher value counts) show the importance attached to the topic of data protection.

Consumers request companies and organisations to which they entrust their data that they treat this data with the same respect as they treat them.

THERE IS A LOT TO DO

The obligations for businesses under this regulation are comprehensive and varied. They do not only concern obvious issues such as IT security, but extend much deeper into the organisation, marketing and customer service.

Much of this is implemented best in cooperation with partners from the legal and technical fields. For example, this frequently requires comprehensive changes in the digital processes of CRM-systems.



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BEING ON THE SAFE SIDE

Start the implementation as soon as possible! We know from our past projects that it takes 4 - 5 months for a company to become GDPR-compliant. Trust professionals with the implementation to be on the safe side. We support you in all aspects:

data.mill

We have been working with people, data and processes for many years and have observed a mega trend establishing itself in the world of direct marketing: human data responsibility describes the responsible handling of personal data. The GDPR now turns this trend into law. We assist you in the sustainable optimisation of your database, which provides the basis for GDPR-compliant processing and storage of data. In particular through the implementation of technical measures to comply with the GDPR principle of “accuracy” of data.

COSMO CONSULT

We provide the solution perspective and adapt your existing IT systems, in particular your CRM, so that it complies with the stipulations of the GDPR. If you do not use a customer management system yet, we will evaluate together what is needed for you to be able to process and use customer data also in the future.

Harlander Rechtsanwälte

Lawyer Mag. Peter Harlander has been working at the interface between IT and law for 17 years. He focuses on non-standard fields of law such as internet law, copyright law, trademark law, competition law and data protection law. For the implementation of the new GDPR, lawyer Mag. Harlander offers consulting, the creation of legal texts, holds seminars and workshops and he assumes the role of an external data protection officer.



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BECOMING GDPR-COMPLIANT IN 10 STEPS!

GDPR-compliant customer management in 10 steps: The checklist will help in the evaluation and implementation of your duties, which have entered into force in May 2018. Just check which requirements your company already meets and where you still need support.

STATUS	NUMBER	STEP	WHAT'S BEHIND THIS?
	STEP 1	PRE-PROJECT	<ul style="list-style-type: none">• Analysis workshop: What do you have to do for your company to become GDPR-compliant?
	STEP 2	ANALYSIS	<ul style="list-style-type: none">• Analysis of the processes of data processing (incl. order processing)• Analysis of the data structure and quality• Evaluation of the legal basis
	STEP 3	LAW	<ul style="list-style-type: none">• Development of GDPR-compliant data privacy statements• Development of GDPR-compliant declarations of consent
	STEP 4	IT	<ul style="list-style-type: none">• Preparation of an IT security catalogue of measures
	STEP 5	CONSULTING	<ul style="list-style-type: none">• Process to fulfil the rights of those affected• Process of the order chain for order processing
	STEP 6	DATA GOVERNANCE	<ul style="list-style-type: none">• 5D for sustainable master data quality: data acquisition, data cleansing, deduplication, data enrichment, data finalisation
	STEP 7	SOFTWARE	<ul style="list-style-type: none">• Fulfilling the rights of those affected• Storage of the legal basis• Storage of consent• Storage period
	STEP 8	TRAINING	<ul style="list-style-type: none">• Training of staff• Training of data protection officers
	STEP 9	RESULT	<ul style="list-style-type: none">• Creation of records of processing activities
	STEP 10	START	<ul style="list-style-type: none">• Start carefree!



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OUR OFFER:

We offer different service packages to support your company in complying with the new laws and prevent expensive fines. Just select one of the following packages and contact us so we can start your GDPR project together.

PACKAGE	STEPS	SCOPE	COSTS
GDPR STARTER PACKAGE	STEP 1	Our “small” package is used as initial aid for the GDPR. In a half-day analysis workshop, data.mill, COSMO CONSULT and Harlander Rechtsanwälte will form a common base from which you can start working. You will receive a customised to-do list which you can implement in order to become GDPR-compliant. This does not include the adaptation of your systems and data bases.	EUR 5,000
GDPR CAREFREE PACKAGE	STEP 1 - 10	Together, we take care of your compliance, from every side: law, data and systems. We will adapt processes and systems together with your staff. Your staff will be trained regarding the new requirements and will work as required by the law in time. You will have no additional costs and efforts, the adaptation of your systems and data bases is included in the package.	PRICE ON REQUEST
GDPR INDIVIDUAL PACKAGE	can be chosen freely	You can choose which implementation steps you need support with. Be it law, data or IT – we have a solution for you.	PRICE ON REQUEST

Contact

Don't waste time and contact us. We will support you together.

data.mill GmbH

Thiemo Sammern

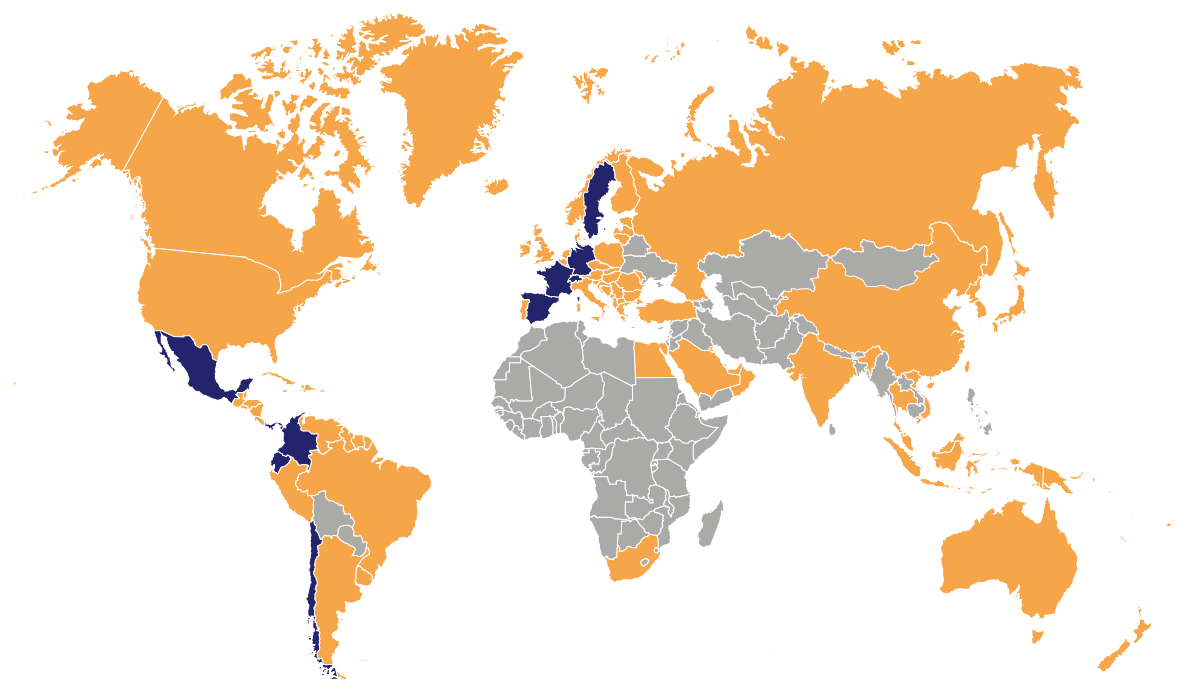
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