

Dundee Internet Services, Inc., Lyris ListManager, and GDPR Compliance

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GDPR COMPLIANCE

On 25 May 2018, the General Data Protection Regulation (GDPR) takes effect in the European Union (EU). The new regulation imposes broad new data privacy protections for EU individuals and applies to any company that collects or handles EU personal data, regardless of the company's location.

Dundee Internet Services, Inc. is committed to helping our customers comply with the GDPR through privacy and security protections in our products and services.

Below, we describe the steps we've taken to implement GDPR-compliant functionality in our Email Marketing Solutions, which include Lyris ListManager. These features will be available before the regulation takes effect.

How Dundee Internet Services Will Address GDPR Requirements

Dundee Internet is taking a multi-level approach to assist you with GDPR product compliance requirements with minimal impact to customers:

Level I

- Addressing core infrastructure requirements around encryption, backups, and data retention.

Level II

- Addressing additional GDPR requirements through the existing user interface and APIs.

Level II - APIs

The features listed below are already provided in currently supported versions of ListManager solutions.

Key GDPR Requirement

ListManager Capabilities

Individual's Right to Access and Review:

Dundee Internet Services Lyris ListManager provide an existing API to access and review personal data by data subjects.

Individual's Right to Update Data:

Dundee Internet Services Inc and provide capabilities to update an individual's personal data. In addition, ListManager provide an existing API to update personal data by data subjects.

Encryption-at-rest of Personal Data:

Lyrus ListManager hosted installations will take advantage of the best encryption available and will be in place by 25 May 2018. Database files will be encrypted and can only be read via the DBMS by the server administrator who has username and password access.

Encryption-in-transit of Personal Data:

- Client-to- ListManager communications use encryption already.
- Lyrus ListManager server-to-3rd-party system communication uses encryption already.
- Lyrus ListManager internal server-to-server communication uses network isolation for a customer's server cluster.

Data Mapping / Data Inventory:

Documentation for Lyrus ListManager provides a comprehensive overview of the fields which can be used to store personal data. Custom added fields need to be documented by the customer.

Individual's Right - Data Retention:

Dundee Internet Services customers have the ability to remove data when they decide it is necessary using the existing APIs or user interface.

Data Backups:

Backups are kept indefinitely in the list's archives.

Privacy by Design:

Dundee Internet Services will update its development processes to include data privacy reviews during architecture, design, implementation, and testing.

Level I - Infrastructure

Supported Versions

Dundee Internet supports the above-mentioned capabilities in all currently supported versions of Lyrus ListManager. Dundee Internet Services, Lyrus ListManager will support Open SSL for data encryption-in-transit between its components with its upcoming release 12.1.24.

Level II - APIs (cont'd)

Individual's Right - Data Portability:

Dundee Internet Services Lyris ListManager provides comprehensive data export capabilities.

Individual's Right - Commonly Used Format:

Lyris ListManager both support CSV file format to export data.

Individual's Right to Erasure:

Lyris ListManager customers have the ability to remove data when required using the existing APIs or user interface.

Individual's Right – Consent:

Lyris ListManager provides an existing API to capture and manage a data subject's consent.

We're Here to Help

If you have any additional questions or need assistance, please contact support. Dundee Internet Services Professional Services team is also available to assist with special customizations or configuration needed to assist you with product GDPR compliance; for more information please contact your Account Manager.

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