

Your guide to GDPR & Civica Housing

Understand what impact it will have on your organisation and how to get ready

With the imminent arrival of GDPR, your organisation needs to demonstrate compliance to avoid substantial fines and lose the trust you have built with your customers. Whether you are just beginning, or have already started, Civica can support your GDPR compliance journey.

GDPR in a nutshell... it's like the 'DPA with teeth'

- ▶ New legislation coming into force on 25th May 2018
- ▶ Maximum fines of up to €20 million or 4% of annual global turnover, whichever is the highest
- ▶ Provide opt-in consent management at a granular level that can be easily withdrawn
- ▶ The right to erase personal data and portability of personal data
- ▶ Breach notification without undue delay, no longer than 72 hours
- ▶ It is your organisation's responsibility to demonstrate compliance
- ▶ Data is only on loan to your organisation - personal information belongs to the citizen.

How Civica can support your GDPR compliance journey

Civica offers a wide-range of GDPR services and solutions. From GDPR advisory services that help you understand the impact of GDPR across your organisation's data, people and process, through to solutions at an individual software application level. Early 2018, **Civica Housing** will launch its new **Information Management** module designed to help you meet GDPR requirements more efficiently.



1. Civica Digital GDPR Advisory Services

Our services will help your organisation with your overall GDPR requirements, enabling you to formulate a roadmap towards compliance. We have a team of experienced business analysts, consultants and digital specialists who can support you with our:

- ▶ **Awareness workshop** – Helping you fully understand the impact of GDPR on your organisation
- ▶ **Readiness assessment** – Assessing your GDPR readiness, identifying the gaps and risks, and delivering a tailored roadmap to help accelerate your compliance
- ▶ **Compliance tracking** – A framework to help you measure and track GDPR compliance across your organisation.

2. Information Management Module

Housing organisations can take advantage of the new **Information Management** module which allows you to record consent for holding personal data. Longer term, it will enable you to undertake retention & disposal, redaction and the right to be forgotten, helping you on your compliance journey.

Our **Information Management** module delivers:



Faster data retrieval



Streamlined reporting



Ability to anonymise & pseudonymise data

What is GDPR?

GDPR stands for the General Data Protection Regulation. It's the new European Union Regulation which aims to protect the personal data and rights of individuals, and ease the flow of personal data across all 28 EU member states. The UK Government will bring the requirements of GDPR into UK law through a new Data Protection Bill; replacing the existing Data Protection Act (DPA) 1998. Any organisation deemed as being non-compliant will face hefty fines from the UK's data protection regulator, the Information Commissioner's Office (ICO).

Who does it impact?

Any organisation which processes and holds the personal data of data subjects residing in the EU will be obliged to abide by the laws set out by GDPR.

Brexit will not change the impact of GDPR

Although GDPR applies to data processing carried out by organisations operating within the EU, it also applies to organisations outside the EU offering goods or services to EU residents. The government has confirmed that the UK's decision to leave the EU will not affect this legislation.

"If your organisation can't demonstrate that good data protection is a cornerstone of your business policy, you are leaving yourself open to enforcement action and damage to your reputation."

Elizabeth Denham

UK Information Commissioner

What does it mean to your citizens & customers?

GDPR builds on the rights of the existing Data Protection Act to strengthen protection for citizens.

- ▶ **The right to be informed** - Organisations must be completely transparent in how they are using personal data.
- ▶ **The right of access** - Citizens have the right to know exactly what information is held about them and how it's processed. In most cases, organisations will no longer be able to charge for subject access requests and must respond inside 30 days.
- ▶ **The right of rectification** - Citizens are entitled to have personal data rectified if it's inaccurate or incomplete.
- ▶ **The right to erasure** - Also known as 'the right to be forgotten', citizens also have the right to have personal data deleted or removed without any justification.
- ▶ **The right to restrict processing** - Citizens have the right to block or stop the processing of personal data.
- ▶ **The right to data portability** - This means that citizens can retain and reuse personal data for their own use.
- ▶ **The right to object** - In certain circumstances, citizens are entitled to object to personal data being used.
- ▶ **Rights of automated decision making and profiling** - GDPR puts safeguards in place to protect citizens against the risk that a potentially damaging decision is made without human intervention.

Click the links below for more reading

[ICO Live GDPR panel debate recording](#)

[GDPR educational webinar recording](#)

[Civica GDPR readiness assessment](#)

[Report: Is the public sector ready for GDPR](#)

[ICO: Overview of GDPR](#)

[ICO: 12 steps to prepare for GDPR](#)



Penalties for non-compliance

The severity of the breach will determine the fine imposed. The maximum fine organisations can have imposed is 4% of annual global turnover, or €20 Million euros, whichever is highest.

4% of annual global turnover

€20 million

Click for your next steps

- 1 [Be educated](#)
- 2 [Understand your risks](#)
- 3 [Contact us - Housing & GDPR](#)