CIVICA
ideas into action

Data Privacy Case Management

On-demand case management for individual's data privacy requests

Individuals data rights have increased including knowing what information organisations are holding on them, and organisation must provide this within a specified time upon request. This right is just one many principles set out in UK's Data Protection Act, which aligns with the EU's General Data Protection Regulation (GDPR) needed to trade in many regions.

Every organization is responsible for following the strict 'data protection principles' or risk falling foul of punitive measures including fines of up to £17.5 million or 4% of annual global income – whichever is greater.

"Prior to Civica it was very hard to centrally report on progress and issues as a DPO.

With Civica Case Management, everything is completely out in the open and visible to all the right people at the right time."

Jonathan Craven, Privacy and Compliance Lead, iRhythm Technologies Ltd.

Responsive

All individual data requests (access, rectification, erasure, restriction, portability and objection), must be responded to within one month; We track cases with deadline reminders, automated responses and reporting.

Multi-channel

Requests can come from any channel - you need a system capable of recording all such requests. Civica Data Privacy can log cases through: Your website, Facebook, Twitter, email, contact centres, mobile devices, our REST API and more.

Secure

Data requesters must be verified, and information sent securely, ensuring no data is improperly shared. Civica Data Privacy supports multiple customer identity methods, built-in password-protected content delivery, and automated redaction that protects ALL your customers private data.

Compliant

Our platform enables case handlers to work collaboratively, efficiently, and effectively with easy-to-use custom workflows depending on data principles, with a full audit trail.

Key takeaways

1 **Automation** – to reduce manual resource requirement

2 **Workflow** – to streamline operations and management

3 **Visibility** – for case handlers and management reporting

Cloud Service
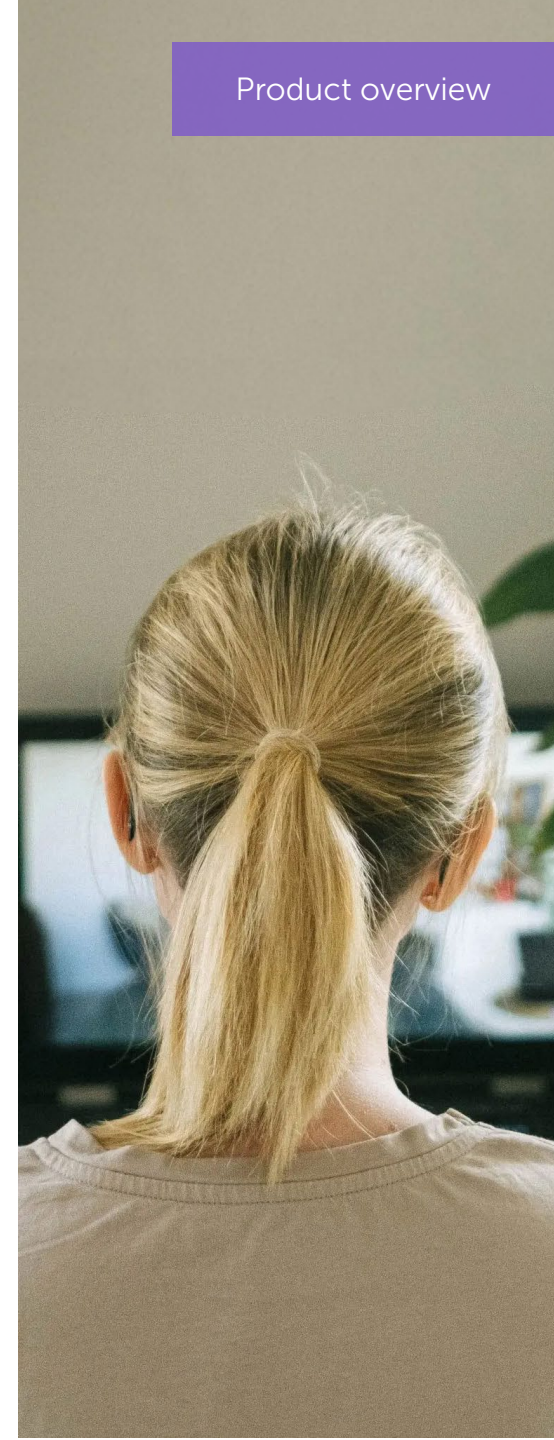
Software as a Service - Secure, up to date, and accessible from any device at anytime

Learn more:

civica.com/data-privacy

Contact email:

casemanagement@civica.co.uk

Civica

- We have 20+ years' experience of implementing digital workplace solutions for organisations of all sizes in both the public and private sectors

- Helping more than 3,500 organisations make every day better with cloud technologies

- We can rapidly configure new solutions with no need for lengthy bespoke development

- A fully browser-based, responsive design optimises the experience on any device for customers and users

- The platform underpinning our case management solutions is mature, secure, and scalable, and accredited under ISO 9001 and ISO 27001

- Delivery of SaaS solutions removes the need for you to procure, install and manage hardware; and ensures scalability

- Your data is kept private using single-tenant database schemas, and protected through regionalisation

Why Civica Data Privacy?

Civica Data Privacy captures, manages and reports on individuals exercising their data and privacy rights, including regulations such as: DPA (UK), GDPR (EC), CDR (Australia), CPA / CPR (California), LGPD (Brazil)

Built on the Civica Case Management platform, powered by iCasework, this provides:

Case Management

Everything you need to take control and stay on top of your organisation's case management and data protection, by helping teams work collaboratively, efficiently, and effectively with clear and easy-to-use workflows, automated correspondence, and timelines for managing responses.

Multi-channel integration

Integration with other systems such as your telephony, email and CMS solutions, through built in REST APIs to provide complete case management though a single system.

Identity Verification

Seamless integration of customer identity processes into case management workflows, to ensure compliance and data privacy – via email, phone, SMS, and post.

Secure Data Delivery

Built-in data delivery processes allow customers to securely access password-protected sensitive content while avoiding the risk of data transfer outside the system.

Centralized and Accessible

All case content in the platform, such as messages—and all attached media (audio, video etc.), files and documents—are automatically associated with their case for future reference. Provides security, easy access, and simplifies escalations and appeals.

Analysis and reporting

Identify areas most likely to cause dissatisfaction (individual & organisation) with dashboards, case handler and management reporting, and real-time keyword alerts.

Full audit trail

All user actions are automatically tracked and recorded, ensuring complete transparency for internal & external reviews.

Intuitive

Simple-to-understand and easy-to-use interface and workflows, requiring minimum training and lo-code / no-code customisation.

Find out more

Find out how Civica Data Privacy can integrate into your systems and help your teams do more.

Visit us online or email us at casemanagement@civica.co.uk

Learn more:

civica.com/data-privacy

Contact email:

casemanagement@civica.co.uk