

GDPR Compliance

Introduction

The EU General Data Protection Regulation (GDPR) came into force across the European Union on 25th May 2018 and brings with it the most significant changes to data protection law in two decades. Based on privacy by design and taking a risk-based approach, the GDPR has been designed to meet the requirements of the digital age.

The 21st Century brings with it broader use of technology, new definitions of what constitutes personal data, and a vast increase in cross-border processing. The new Regulation aims to standardise data protection laws and processing across the EU; affording individuals stronger, more consistent rights to access and control their personal information.

Our Commitment

Jooku are committed to ensuring the security and protection of the personal information that we process, and to provide a compliant and consistent approach to data protection. We have always had a robust and effective data protection program in place. However, we recognise our obligations in updating and expanding this program to meet the demands of the GDPR.

Jooku are dedicated to safeguarding the personal information under our remit and in developing a data protection regime that is effective, fit for purpose and demonstrates an understanding of, and appreciation for the new Regulation. Our preparation for GDPR compliance have been summarised in this statement.

How We Have Prepared

Jooku have always had a consistent level of data protection and security across our organisation, however we have made some changes to be fully compliant with the GDPR. Our preparation includes: -

- Information Audit - carrying out a company-wide information audit to identify and assess what personal information we hold, where it comes from, how and why it is processed and if and to whom it is disclosed.
- Policies & Procedures - revising data protection policies and procedures to meet the requirements and standards of the GDPR and any relevant data protection laws, including: -
 - Data Protection – our main policy and procedure document for data protection has been modified to meet the standards and requirements of the GDPR.
 - Data Retention & Erasure – we have updated our retention policy to ensure that we meet the data minimisation and storage limitation principles and that personal information is stored, archived and destroyed compliantly and ethically.

- Data Breaches – we have measures in place to identify, assess, investigate and report any personal data breach at the earliest possible time. These have been disseminated to all employees, making them aware of the reporting lines and steps to follow.
- International Data Transfers & Third-Party Disclosures – where Jooku stores or transfers personal information outside the EU, we have measures in place to secure, encrypt and maintain the integrity of the data.
- Subject Access Request (SAR) – we have revised our SAR procedures to meet 30-day timeframe for providing the requested information and for making this provision free of charge.
- Legal Basis for Processing - we have reviewed all processing activities to identify the legal basis for processing and ensuring that each basis is appropriate for the activity it relates to.
- Privacy Policy – we have revised our Privacy Policy to comply with the GDPR, ensuring that all individuals whose personal information we process have been informed of why we need it, how it is used, what their rights are, who the information is disclosed to and what measures are in place to protect their information.
- Obtaining Consent - we have revised our consent mechanisms for obtaining personal data, ensuring that individuals understand what they are providing, why and how we use it.
- Direct Marketing - we have revised the wording and processes for direct marketing, including clear opt-in mechanisms for marketing subscriptions and a clear method for opting out.
- Processor Agreements – where we use any third-party to process personal information on our behalf, we have conducted due diligence to ensure that they meet and understand their and our GDPR obligations.

Information Security & Technical and Organisational Measures

Jooku takes the privacy and security of individuals and their personal information very seriously and endeavor to protect and secure the personal data that we process. We have robust information security policies and procedures in place to protect personal information from unauthorised access, alteration, disclosure or destruction.

If you have any questions about our GDPR compliance, please contact team@jooku.co.uk.