



Your GDPR Solution

2020

WELCOME

Waterford Technologies have been in business for almost 20 years, providing Data Compliance and Management solutions in the area of Email and File Archiving for an extensive array of clients in industries such as Legal, Banking, Insurance, Finance, Health, Government and Local, Government.

We have a tradition of excellence and a dedication to continuous innovation across our products while remaining very competitive within our pricing structure. Our customers agree and our annual renewal rate is a remarkable 98%. Clients use Waterford Technologies as an integral part of their compliance, security and data management strategy.

Simple yet comprehensive email & file compliance solutions supporting you every step of the way.

Waterford Technologies are experts in Data Protection, Compliance Technology and Unstructured Data (Email & File) Management.

Our team consists of expert consultants in Data Protection legislation, Compliance Technology and Data eDiscovery, Analysis and Investigations. We enable organisations to achieve a clear overview of their data, enabling informed business decisions to prepare for legislation such as GDPR, ePrivacy, FOIA, CCPA and MiFID II.

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INTRODUCTION TO THE GDPR

The EU General Data Protection Regulation (GDPR) is the most important change in data privacy regulation in 20 years covering 99 specific articles. It will be enforced on the 25th of May, 2018. The penalty for major violations can be up to €20 million or 4% of your company's annual global revenue - whichever is higher.

All EU based companies and companies that collect data of EU citizens, regardless of their location are impacted by GDPR.

80%
OF YOUR DATA
IS UNSTRUCTURED

Unstructured Data makes up 80% of storage on your servers. It is generated by conducting day to day business online and consists of email and files such as documents, images and videos. Without analytical tools it is difficult and time consuming to see and "uncover".

THE CHALLENGES

REPORTING & BUSINESS INTELLIGENCE

As organisations accrue more and more Unstructured Data, getting any sort of accurate and actionable reporting becomes impossible, unless the right tools are deployed. Human resources are wasting time, trying to manually gather/compile reports that are already out of date before they hit a decision maker's desk.

COST

Ordinarily, this data growth is a pain point for business in terms of cost, whether it is stored on expensive "Tier 1" storage or pushed into backup silos unexamined. However, with GDPR and other compliance regulations coming soon, what lurks in your Unstructured Data could cost you dearly in reputation and financial penalties.

MANAGEMENT

It is impossible to manage what you cannot see. The biggest day-to-day challenge of Unstructured Data is being able to find it and take prompt action. Up to now, this has not mattered greatly as there was no consequence of note if Personal or Sensitive Data remained on your systems. GDPR will change that significantly!

**BE COMPLIANT WITH GDPR,
USE OUR UNSTRUCTURED
DATA SOLUTIONS**

BENEFITS

- Business Intelligence
- Reduce Data Footprint
- Pinpoint Personal and Sensitive Data
- Increase ROI of Data
- Be Audit Ready for GDPR
- Consolidate O365 User Licenses
- Understand your Unstructured Data

COMPLYKEY, A COMPLIANCE SUITE FOR UNSTRUCTURED DATA (EMAIL AND FILE)

ComplyKey is our Compliance Suite which consists of SISCIN (including a product extension SISCIN with Vue-X) and MailMeter, which combined gives insight into your Unstructured Data and helps you in your journey to becoming compliant with GDPR.

FEATURES

- Search Personal and Sensitive Data
- Create Data Management Policies
- DSAR Capabilities
- Review and Analyse Data
- Email and File Compliance in the Cloud
- Encrypt Email and File Data via Archiving

WHY YOU SHOULD CHOOSE US

MANAGED SERVICE

We provide the toolset to completely manage email and file Data and the support of our team of Data Management experts.

OUR EXPERTS WILL:

- Provide advice on best practice and strategies for email and file compliance.
- Set automated policies for historical and future Data Compliance and set up and run clear and accurate reports to keep your organisation informed at all times.
- Enable the install process for the elements of ComplyKEY on both email and file (or either).
- Assist on eDiscovery, DSAR and Compliance Search Templates.

SIMPLE & COST EFFECTIVE

We provide tailored proposals that are the most cost effective in the market for comparable solutions.

MAILMETER & MAILMETER CLOUD

MailMeter solves multiple business problems for organisations that need to retain and retrieve email records, are suffering from overwhelming email volumes, or that recognise the importance of email as a critical asset and source of business intelligence. MailMeter Cloud allows organisations maximise their O365 investment by selecting the right license for the right user and letting MailMeter Cloud take care of compliance and retention.

MANY MAILMETER CUSTOMERS CAN REDUCE THEIR PRODUCTION MAIL DATA SERVER BY 90%.

FEATURES

- Compliance and Policy Enforcement
- Retention Management
- Search, eDiscovery and Investigations
- Reporting for Business Management
- Split O365 licenses between E1 & E3
- Storage Management

LEGAL SEARCH COST SAVINGS AND SPEED OF DISCOVERY

Organisations are receiving an unprecedented number of DSAR, eDiscovery and Compliance requests relating to employee email. The legal costs are directly related to the time it takes to search and retrieve information within email. With MailMeter, this time is cut from months to minutes, vastly reducing legal costs.

RESPOND TO DSAR PROMPTLY

With MailMeter, meeting Data Subject Access Requests are easily and quickly resolved to avoid damaging your reputation or facing a fine.

COST AVOIDANCE OF PENALTIES/FINES

With MailMeter, your business will be able to produce email to meet deadlines for regulatory investigations. Avoid fines, penalties and other sanctions that may cost your business significantly.

COMPETITIVE ADVANTAGE

Your organisation will gain competitive advantages from being able to understand, analyse and manage email communication trends and behaviours, resulting in better enforced policies.

SECURITY

Across your entire history of emails in minutes for export or review, safe in the knowledge that all of the information is stored securely with full audit trail to ensure it has not been tampered or altered.

O365 LICENSING

MailMeter Cloud provides huge savings by capturing all emails in real time, compressing, digitally stamping and indexing, so organisations can ensure compliance with E1 or a mixture of licenses.

SISCIN

The first step on your journey to the Cloud

SISCIN is a File Analysis and Archiving solution hosted in Azure. It's a single dashboard for full visibility of your entire file server data. Allowing the creation of policies based on your data for retention, deletion or archiving, enabling full control in managing your file data. With flexible storage control to archive directly to the Cloud or locally. Giving organisations the performance and scalability of the Cloud with their existing server infrastructure.

FEATURES

MAP - Analysis

Full drill-down reporting analysis of file data identifying attributes such as owner, type, size, location, age etc.

MANAGE - Creation of Policies

Now you understand your data, you can control your data by implementing retention, deletion, archiving and analysis policies including 'what if' analysis.

MOVE - Select Data Destination

Move your data securely in a compressed and encrypted format directly to the Cloud (AWS and Azure) or locally.

BENEFITS

- Intelligent Management
- Consolidation of Servers
- Cloud Migration
- Reduction of Backup Costs
- Security

INTELLIGENT MANAGEMENT

Empower Data Managers to understand, identify and clean your data. Remove obsolete data and clean your data in preparation for GDPR or for good practice.

REDUCTION OF BACKUP COSTS

Reduce the pressures and demands on IT by giving them the tools to control and manage their unstructured file data from one central dashboard.

SECURITY

Bit Level Encryption - SISCIN compresses and encrypts data on your servers before transfer. Selected files can be split and stored in different Cloud or local tiered storage locations and with different Cloud Providers for additional security.

CONSOLIDATION OF SERVERS

Management of Tier 1 Storage. Removal of redundant, obsolete, non-business critical data to Tier 2 or 3 Storage. Leading to the reduction of back-up costs. The choice of multiple storage pools to meet your organisations data profile i.e. HOT, COLD, ARCHIVE, or Local Existing Disk.

CLOUD MIGRATION

Start your journey to the cloud easily and cost effectively with intelligence and security.

SISCIN with Vue-X

SISCIN with Vue-X is the latest addition to the ComplyKey and SISCIN product suite, specifically designed for privacy and compliance with a focus on GDPR, ePrivacy, Compliance, eDiscovery and Global Privacy Regulations.

SISCIN with Vue-X uses windows native iFilter capability to scan documents and files for any text that they contain. This text is then used by the Vue-X engine to create a comprehensive searchable index of your document \ file store.

By default, your windows server already has the capability to 'iFilter' many file types and additional iFilters are available from third party vendors such as AutoDesk or Adobe to cater for their proprietary file formats.

This Microsoft provided plugin architecture offers a great combination of performance and extensibility in terms of text extraction.

Windows supports a large number of file types by default including all common Mime, Text, MS Office, Zip, HTML formats. For most SISCIN installations the only other iFilter that is typically required is the Adobe provided PDF iFilter. With this standard set of filters loaded on your SISCIN Agent server nearly all common file types are covered.

FEATURES

EXPORT

Once reports are created, they are available to export like all SISCIN reports via Excel or HTML format. SISCIN also has the built-in email capability to allow results to be emailed straight from the SISCIN portal.

SECURITY

The SISCIN cloud platform never has access to your raw file data, these are always encrypted by your servers prior to transfer to your cloud-based storage. With Vue-X, all text extraction from the files is done on your premises by your servers. This is then transferred to our search server farms using fully encrypted TLS connections. (See our SISCIN Security data sheet at waterfordtechnologies.com/data-sheets/).

Your unique KeyStore is a critical part of the SISCIN Cloud Platform. For organisations protection each object that you archive is encrypted with a unique Key, these keys are securely stored in your KeyStore. You always control the KeyStore, it is always unique to your organization, lives in your Microsoft storage account and is NEVER shared with any other platform users.

**COMPLYKEY ADDRESSES
THE FOLLOWING GDPR
ARTICLES**

ARTICLE 2

This regulation applies to the processing of personal data wholly or partly by automated means and to the processing other than by automated means of personal data which form part of a filing system or are intended to form part of a filing system.

ARTICLE 4

Any information relating to an identified or identifiable natural person ... who can be identified, directly or indirectly ... by reference to an identifier.

ARTICLE 9

Processing of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, bio-metric data for uniquely identifying a natural person, data concerning health or data concerning health or data concerning a natural person's sex life or sexual orientation shall be prohibited.

ARTICLE 12, 15, 16, 17, 19

Right to DSAR, Erasure and Portability *Probably the biggest issue for any organisation, both the Data Protection Commissioner believe this has the potential to become the biggest drain on resources for organisations through sheer volume alone*

ARTICLE 20

Data subjects have the right to data portability, meaning they can request the personal data they have supplied to a controller in "a structured, commonly used and machine-readable format" in order to give it to another data controller. If technically feasible, the data subject can require the current controller to transmit it directly to the new data controller.

ARTICLE 23

Data protection by design and default. The GDPR requires that employers (and other data processors) should be “audit-ready” at all times, meaning that all employer’s systems will need to be set up to ensure compliance by design.

ARTICLE 24

‘the controller shall implement appropriate technical and organisational measures to ensure and to be able to demonstrate that processing is performed in accordance with this regulation.’

ARTICLE 30

“controllers shall maintain a record of processing activities under its responsibility”

ARTICLE 32

The pseudonymisation and encryption of personal data;

- (b) the ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services;
- (c) the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident;

ARTICLE 33/34

Data breach - 72-hour window to notify the relevant supervisory authority of the breach (Article 33). Article 33(3) specifies four requirements in such a notification: the nature of personal data breach (including categories of data and approximate number of data subjects impacted), the name and contact details of the firm’s data protection officer, an analysis of the likely consequences of the breach, and measures taken or proposed to be taken to mitigate negative effects.



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