



## QFM GDPR Utility



### Benefits

Process QFM requests for personal data quickly and efficiently, to support compliance with GDPR

Automated PDF report generation, detailing the required personal data, eliminates the need to gather data manually, saving time

Requests to remove personal data from QFM can be fulfilled at the touch of a button

QFM database integrity is preserved in the event of personal data deletion

### EU Data Protection Requirements

In today's business world, most, if not all companies will use databases and digital lists to support their operations. On 25th May 2018, the European Union (EU) brought in some important regulations designed to improve the rights of individuals within the EU to access and control any data held about them by companies across the world. The regulations will affect all organisations which hold personal data about EU individuals. Failure to comply with the regulations poses the risk of severe financial penalties.

Once an organisation receives a request to provide personal data, there are only a few weeks in which to fulfil the request. Without an automated means of searching, reporting and deleting personal data in a single process across an entire QFM database, retrieving the required information could quickly become a time-intensive exercise.

Multiply that by numerous different requests, and it's easy to see how ensuring GDPR compliance may potentially consume considerable operational resource.

### QFM GDPR Utility

To overcome this, Service Works has developed a utility which handles QFM-related data requests quickly and efficiently. The new GDPR Utility tool searches the database for any given name and quickly generates a report detailing all instances of personal data associated with it. If there is a request to delete all personal data held, QFM either removes the information or replaces it with a token that cannot be traced back to the individual. This preserves the integrity of the database whilst ensuring GDPR compliance.





## Requests to Provide Data

The QFM GDPR Utility enables Data Officers to effortlessly manage information requests by providing a facility to quickly search an entire QFM database for every instance of personal data relating to an individual. For example, you could confirm that an individual was a tenant contact for a particular estate, or that they were an operative for a particular contractor between two dates. Upon confirmation, the system produces a PDF summary of all personal data held within QFM, which can be provided to the requestor.

## Requests to Delete Data

For requests to delete all personal data from QFM, the system adopts the same verification process but then anonymises all database records for the chosen individual. QFM does this by replacing names with a token which cannot be reversed or traced back to the individual and deleting all the associated personal data. This includes any information which could identify that person, for example a phone number, address etc.

This ensures that QFM records (such as events, bookings etc.) retain the validation of a person being involved in the activity (for auditing purposes), but enforces strict anonymity. Since requests of this nature involve the permanent deletion of data, QFM includes a built-in verification process to ensure that data removal can only go ahead once a second member of staff has physically authorised the request.

## Compliance with EU Data Laws

The QFM GDPR Utility gives you the power to fulfil personal data requests with ease. It allows your business to adhere to GDPR legislation with confidence and assists your compliance with EU data laws.

**Please note:** In order to benefit from the GDPR Utility, you must be running QFM version 2.3.1 or later.

Service Works Global (SWG) provides a range of technology solutions that support customers to achieve legal and regulatory compliance.

It is the customer's responsibility to comply with the pertinent laws within the legal jurisdictions in which they conduct business operations using SWG's products. In complying, customers may use manual and / or automated processes.

SWG does not provide legal advice.

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