FLEXI GDPR

Synopsis

Flexi GDPR compliance

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GDPR 1.0

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No data, personal or other, that is saved in the Flexi system is downloaded, handled or processed by Datatal. Since GDPR is a new regulation and no actual cases have been handled by the legal system Datatal sees this as an ongoing project and more actions will most likely be implemented.

1. Flexi overview

Datatal Flexi platform is an IVR solution that can handle 10 to 3000 users in one system. To help our customers and resellers with the new EU mandated GDPR resolution we have decided to make our Flexi platform GDPR compliant. These measures include securing personal data, erase personal data, manage saved personal data (search, delete, export).

The Flexi platform consists of the following product lines;

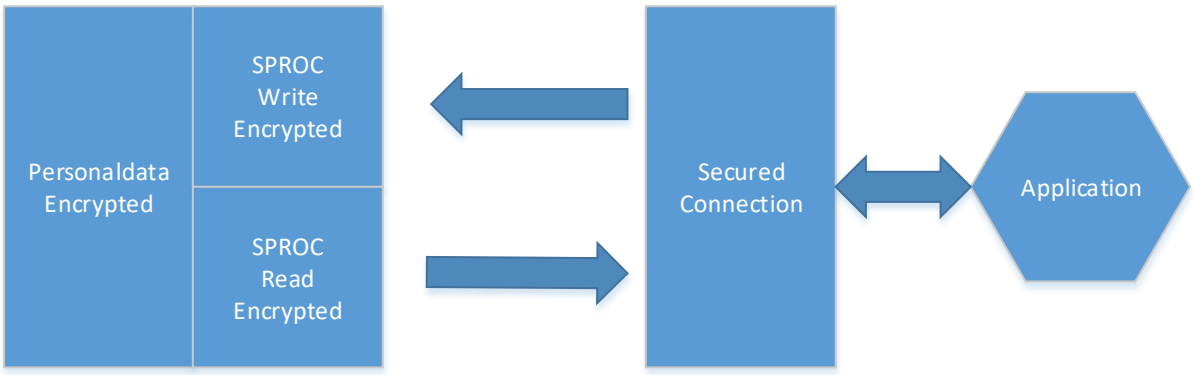
- Flexi Presentity (Spoken presence, voicemail, Operator, mobile App etc)
- Flexi Tid (scheduled callback system)

- Flexi CC (Call Center)

The following steps have been taken to ensure that private data is as protected as it can be without any negative performance issued of normal Flexi operation. These functions are implemented from Flexi release 2018.1 and onward.

2 Data security

All personal data is saved to the Flexi database, which in most cases is installed on the same server as Flexi. To prevent unauthorized access several security measures has been implemented.
Database login is done using Windows authentication, for a specific NT account.
Read/Write of personal data is done via SPROC (StoredProcedure) that is also encrypted.



This will make it very difficult to access any personal data from the database if unauthorized access to the physical server is made, and the database is downloaded. With these measures we have managed to apply a security level that on par with GDPR, without affecting system performance.

3. Security

To avoid unauthorized access to personal data several security measures have been implemented.

3.1 Service security

All Flexi components are installed as Windows services, they are all run under a specific account configured during installation or upgrade where the password is set by the person installing Flexi. This account has read/write permissions only to Flexi related folders, and the registry key \Datatal and subkeys.

3.2 Client security

Most of the client access is done via http. We have now implemented support for all clients to use https with certificate. Adding this new feature to a new or existing installations can be done via a new feature in IIS manager: “URL rewrite”. This will ensure that all communication between client and server is encrypted.

- Admital Web
- Presentity Web
- WonderPhone (Basic/Standard)
- Operator
- Presentity App

3.3 Log files

In order for a reseller or Datatal to troubleshoot errors in the Flexi system, log files are a necessity. Log files for all Flexi Services are saved for 7 days, older files are automatically deleted. Client log files are handled in the same way.

3.4 Automatic cleanup

We have implemented automatic cleanup of personal data. Below, the default setting is listed by product family. If for some reason you would like to change for how long each data type is saved or disable the cleanup function all together, contact your reseller. It is possible to have different settings per company in Flexi or for each product.

Flexi Tid

Social Security Number (SSN) is anonymized after 7 days (last 4 digits are removed).

Phone number is deleted after 7 days.

Flexi CC

Phone number is deleted after 120 days.

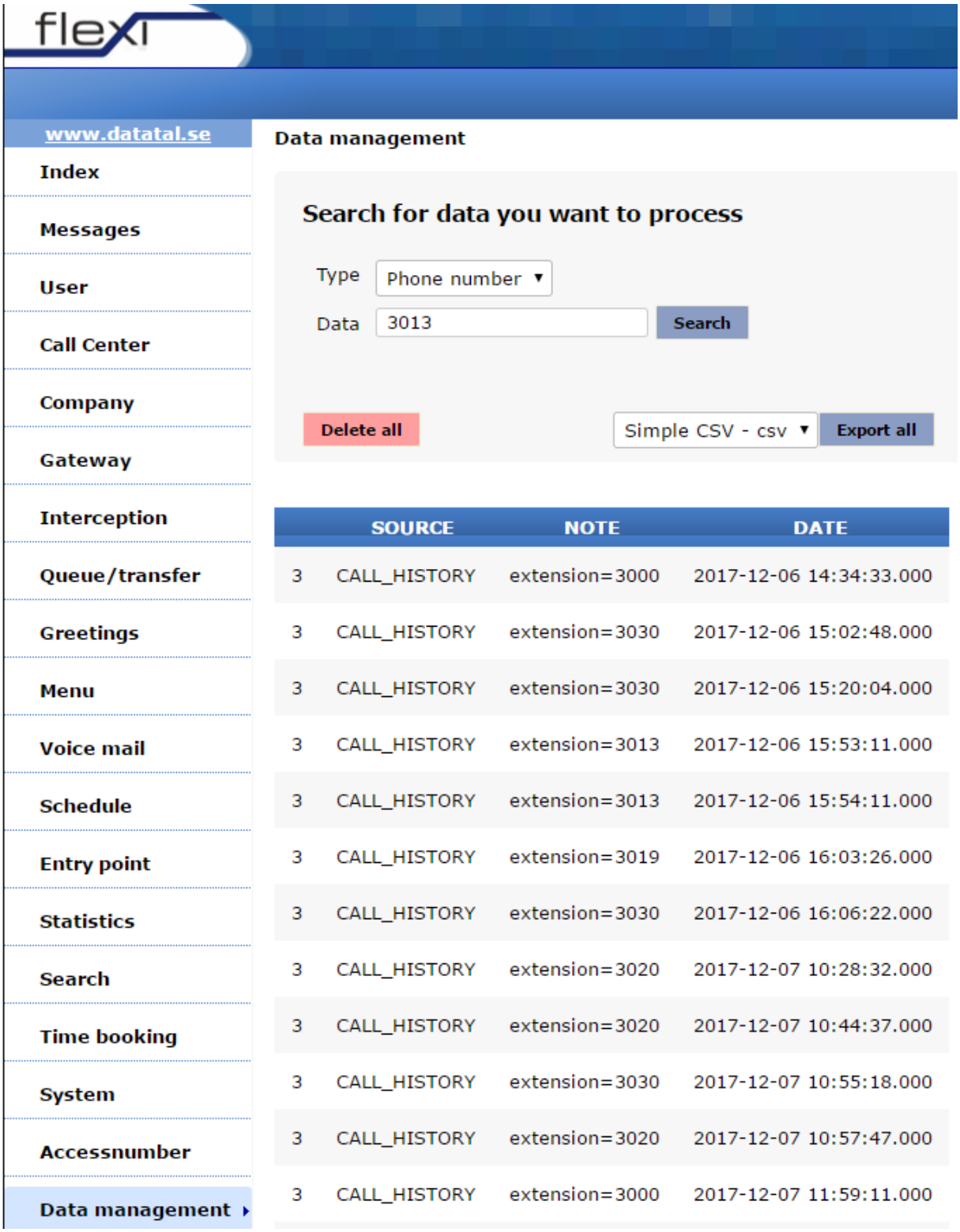
Flexi

Phone number is deleted after 120 days.

3.5 Personal Data management

We have also implemented the option to manually manage saved personal data. This is done via Admital web “Data management”

Here you can search for phone numbers and SSN. You can export or delete search result.


flexi
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Voice mail
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Entry point
Statistics
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Time booking
System
Accessnumber
Data management
Data management
Search for data you want to process
Type
Phone number
Data
3013
Search
Delete all
Simple CSV - csv
Export all
SOURCE
NOTE
DATE
3 CALL_HISTORY extension=3000 2017-12-06 14:34:33.000
3 CALL_HISTORY extension=3030 2017-12-06 15:02:48.000
3 CALL_HISTORY extension=3030 2017-12-06 15:20:04.000
3 CALL_HISTORY extension=3013 2017-12-06 15:53:11.000
3 CALL_HISTORY extension=3013 2017-12-06 15:54:11.000
3 CALL_HISTORY extension=3019 2017-12-06 16:03:26.000
3 CALL_HISTORY extension=3030 2017-12-06 16:06:22.000
3 CALL_HISTORY extension=3020 2017-12-07 10:28:32.000
3 CALL_HISTORY extension=3020 2017-12-07 10:44:37.000
3 CALL_HISTORY extension=3030 2017-12-07 10:55:18.000
3 CALL_HISTORY extension=3020 2017-12-07 10:57:47.000
3 CALL_HISTORY extension=3000 2017-12-07 11:59:11.000

4. Responsibility

No data or information from end customer system whether on premise or cloud installation is reported back to Datatal or any other part.
Datatal is not responsible, it is up to end customer and the reseller to ensure that IT-infrastructure is secured against unwarranted intrusions.
For optimal security, if data breach occurs we have implemented automatic cleanup of personal data that Flexi stores in database (se chapter 3.4) this to ensure that leaked data is at a minimum.