

A leading **Global e-retailer & rental platform company** collaborated with **Accorian's** team of experts and achieved compliance in a timely manner.

Situation

GDPR is an EU regulation that gives EU citizens control over their personally identifiable information (PII) that a company can collect & use. It simplifies the regulatory framework for all businesses and organizations to operate in the EU. All organizations doing business in EU must comply with the requirement and penalties for being non-compliant are up to 4% of global annual revenue.

With 40% of our Client's sales revenue originating from EU; being GDPR Compliant was of utmost importance and facilitate serving EU customers without business interruption.

Solution/Approach

Accorian's eCommerce industry practice lead and a senior GDPR compliance specialist collaborated with the Client to achieve all aspects of the compliance requirement from people, process and technology perspective.

Our Methodology executed in 4 distinct phases:

- 1) Readiness assessment of current state – Systems study & scope definition– it is critical to define the scope of systems and business processes that are impacted
- 2) Data Discovery & Assessment – Understanding data flows with internal & external parties and identify secured/unsecured data streams
- 3) Control Framework Design – Identify gaps against GDPR compliance framework
- 4) Internal Audit – Conduct an audit after all gaps are remediated

Result

Accorian's team of experts and project manager collaborated with client team and helped them achieve compliance in a timely manner.

Comprehensive Delivery:

- **Complete Scope Definition & Documentation**
 - Business channels & marketing
 - Infrastructure & Operations – Network, security and database management
 - Data handling (inbound/outbound) and analytics
 - Vendor management & Customer service
- **Data Protection and Impact Assessment**
 - Risks & data protection impact assessment (with risk ratings - high-medium-low)
 - Documented data flow of PII (internal & external)
 - A data registry of all PII data across the ecosystem
- **Control Framework Design & Roadmap**
 - Provide all artifacts for standard set of Policies & Procedures
 - Remediation Project Roadmap & Project Plan