



GDPR COMPLIANCE AUTOMATION

'2018

WITH ROBOTICS PROCESS AUTOMATION (RPA)

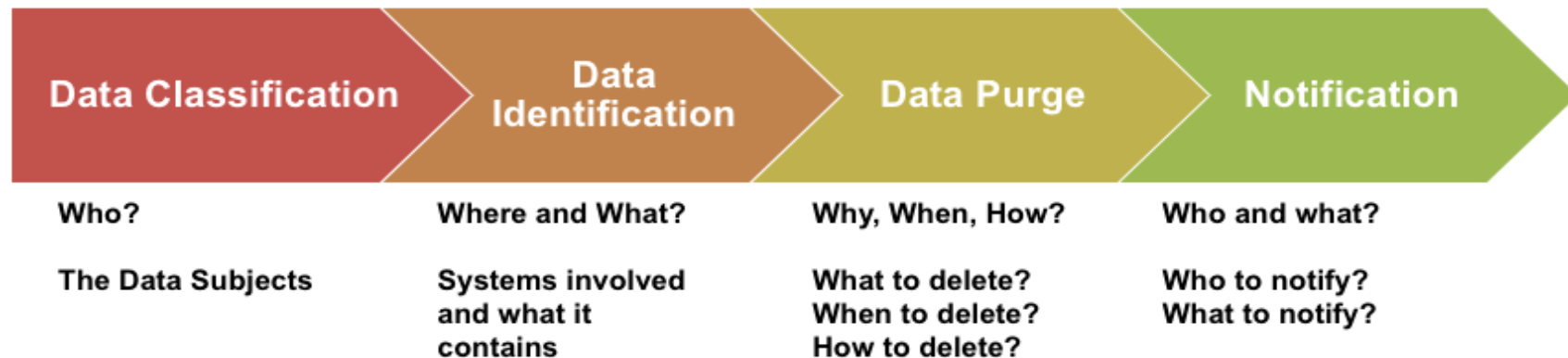
THE APPROACH AND SCOPE

- 15X faster than humans
- This technology is impacting all enterprise business processes
- Reduces manual work and pre-processes repetitive work for human decision making





- Our general approach for GDPR compliance is shown below



➤ Data Classification

*Identifies PII as the as part of the scope
Recognizes different Data Types and Data Subjects*

➤ Data Store Identification

!Works with as many as necessary data store applications – Core Systems, Web applications, Emails, Shared Drive folders

➤ Delete a single record or a bulk

*Can purge Customer by customer or
Many Customers at once based on excel sheets / emails sent*

➤ Notifications

*Examples:
Asking human for permission to purge
Post Purge Information*

GDPR

GDPR

➤ Rule based Purge of PII (Personally Identifiable Information) data.

Example:

Applicable only for Respondents from European Union (EU). To be detected via Country, Customer Time Zone abbreviations where possible.

➤ Auto triggered

Examples:

Data stored and elapsed 90 days from “Today’s date” or

Loan expired and repaid or

Account closed

➤ Adhoc triggered

Example:

Email sent / keywords based trigger

➤ Methods to purge

a) User Approach → open the application → find the record → Delete or Replace Data

b) Automation via SQL – Stored Procedures to execute directly in the database

Before starting the process

Customer Information

Aug 20, 2018 / 451526

10:00 AM EDT Group

10:00 AM

(GMT-04:00) Eastern Time, EDT (U.S. Only)

Matt

Respondent will be using webcam?

Last Name

Phone / Mobile

Address

Email

English

(GMT-06:00) Mountain Time, MDT (U.S. Only)

Matt L |

Tracking number: 1234567ADB
CRW: Spoke to them, tested - RSP, 14th June 2018

Save and Close

After ending the process

Customer Information

Aug 20, 2018 / 451526

10:00 AM EDT Group

10:00 AM

(GMT-04:00) Eastern Time, EDT (U.S. Only)

Matt

Respondent will be using webcam?

GDPR-DELETED

GDPR-DELETED

GDPR-DELETED

GDPR-DELETED

English

(GMT-06:00) Mountain Time, MDT (U.S. Only)

Matt L |

GDPR-DELETED

Save and Close

The Results



Processing time decrease from 10 min to less than 1 min



70 % reduction of operations costs



90 % of the cases processed automatically

Questions?



THANK YOU



DIGITECH CONSULT & PATHWAY BUSINESS ADVISORY

