

GDPR summarised:

- The European General Data Protection Regulation will replace the existing Data Protection Act of 1998; it is regulated by the Information Commissioner's Office (ICO)
- It comes into effect on 28th May 2018 and all UK companies will need to comply - irrespective of Brexit
- Data exists in the following forms: stored data, transmitted data and processed data.
- The Regulation is intended to strengthen the rights of Individuals and places the onus on companies to ensure they have full control of the personal data they hold and transmit.
- Companies transmit data on clients and staff in a variety of ways - email and phone are the most widely used. Encrypting these is the logical step.
- Data controllers and data processors who fail to comply with the GDPR could be fined up to 4% of their global annual turnover or up to 20 million euros, whichever is greater.
- Directors of companies in breach become personally liable.
- All companies will be required to put procedures in place to detect, report and investigate a personal data breach. Failure to report a breach to the ICO could result in a fine as well as a fine for the breach itself.
- Note that voice is classed as transmitted data during calls, stored data for call recordings and processed data when recordings are retrieved or shared.

What steps can you take now?

- Begin to audit the data you hold, transmit and process. Is it encrypted when transmitted? Why is it held? Where is it?
- Apply your information security policy to your stored, transmitted and processed data. You must review your telecoms infrastructure.

This includes data which may have been collected for training, financial or other uses via phone, text, email or any other format. Put steps in place to secure this:

- Consider appointing a Data Protection Officer. For smaller companies someone still needs to take overall responsibility for compliance.
- Start with a “Privacy by Design” approach. The ICO recommends this as it promotes security and data protection from the outset.

Adopting SIP Encrypt as your business telephony is a significant and effective starting point. For more information, visit the sites below:



<https://firstcom.co.uk/sip-encrypt>

ico.

Information Commissioner's Office

[https://ico.org.uk/for-organisations/
data-protection-reform](https://ico.org.uk/for-organisations/data-protection-reform)