GDPR FAQs

This is an extra resource to go along with the original article:
What You Need to Know About GDPR and Helpdesk Software

Here are some common FAQs about GDPR:

Q: Does my company need to comply?

A: If you are based in the EU, sell products or services to people in the EU or monitor data from them, then you need to be compliant with GDPR.

Q: What if my company is based outside of the EU?

A: You still need to comply if you meet the criteria outlined above.

Q: Do I need to change anything about how I sign customers up?

A: That depends. Many companies were compliant prior to the enactment of GDPR. You need to get customers' express permission to collect their details and be transparent about which details and how they are used. You are not allowed to pre-check any boxes that opt them into things like communications. Customers must make their selections for themselves.

Q: How is "personal data" defined?

A: The definition of personal data includes any information relating to an identified or identifiable natural person who can be identified, directly or indirectly, by reference to a characteristic such as:

- Name
- Email address
- An identification number
- Location data
- Online identifier such as IP address
- Or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Q: What is "the right to be forgotten?"

A: This means that individuals have the right to request that their personal data be deleted by your company.

Q: What is “the right to notice, access, correction and restriction?”

A: This means that individuals have the right to know what data is being processed by your company, as well as the right to access, correct or restrict which data is used.

Q: What is “the right to portability?”

A: This means that individuals have the right to obtain a copy of their personal data in a commonly-used format.