



JdSoft bvba

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Subject : General Data Protection Regulation (GDPR)



GDPR is a new European law regulating personal data stored offline and online.

As a SaaS provider JdSoft acts both as a controller (collecting data) and processor (processing data).

JdSoft acknowledge that it only collects data which is crucial for the service or business operations and that the data is stored in a secure environment using an SSL connection for the datatransfer.

JdSoft has performed following actions to become GDPR compliant :

- **Awareness** : JdSoft informed all employees and external developers about the initiative and the rules to take in consideration.
- **Information stored**: we have reviewed all data we have stored and made sure we don't keep or store any data which is not relevant to the business process.
- **Partners & Platform**: We have received a GDPR compliant statement from our storage- and platform partners.
- **Communication**: JdSoft updated their privacy statements and all their customers or partners can consult the statement online or through a simple request.
- **Individual right**: JdSoft confirms that each customer or partner can request following actions:
 - Retrieve all customer data which is stored by us in machine-readable format via a support request.
 - Delete related customer data via a support request
 - Modify customer personal data (if it can't be done through our web-interface)
- **Customer requests**: JdSoft has defined a procedure to respond to support request from customers or partners.
- **Transfer of personal data**: JdSoft acknowledge that no personal data will be transferred to any third party which is not involved in the business process.
- **Selling personal data**: JdSoft confirms that under no circumstance personal data will be sold or distributed to any third party or partner.
- **Infrastructure & Platform**: JdSoft will continuing to invest in our security, infrastructure and processes.
- **Webshop**: JdSoft did build a data management tools (CMS) to allow customers full access to their own personal data with the possibility to update and maintain the data online.
- **Data Breach**: In case any data breach would occur, JdSoft will immediately take action to inform or alert all related contacts. We will use our best effort to minimize the damage or data loss.

JdSoft has implemented following additional security actions :

For our EmCaS, Fireplug, Nesta and Rescue-Services Applications ***

For our E-commerce solutions & Websites ***

For our Order-exchange solutions -- GooSe Platform ***

- Databases are physically hosted in European Data-centers under European law. *** **
- Usernames & passwords are stored "encrypted in the database" *** **
- Our application supports "OTP" functionality (One Time Password) like YubiKey (<https://www.yubico.com>) ***
- Our application supports "IP-Whitelisting" to allow restricted access to the application from whitelisted IP Addresses. ***
- All data traffic is handled through our secure API-layer *** **
- Compliant with the "Ministeriële omzendbrief 2017-12" concerning data-storage related to medical data, patients and victims. ***
- Detailed logging to allow specific monitoring of the data-stream

Fulfilling our privacy and data security commitments is important to us, so we're glad to meet the requirements for the new GDPR which will be effective on may 25th.

JdSoft can never be responsible in any case, for the data entered or retrieved by our customers who own their own data.

If you have an questions to JdSoft about data protection or privacy we hope you'll reach out to us.

You can contact us concerning this item via email gdpr@jdsoft.be

Kind regards

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