We take Security Seriously

Giosg Compliance with GDPR

The General Data Protection Regulation is due to enter into force in 5/2018.

With only months left before the new EU data protection law take place, it seems like everybody is talking about the GDPR.

The regulation will introduce new, stricter rules for EU data protection. It affects all companies with business in Europe, including us at giosg as well as most of our customers. The changes brought by the GDPR include multiple requirements about data security measures, contracting and privacy documentation.

We have been working with high security industries, such as banking and healthcare, for various years now. This has led us to develop high security features way ahead of GDPR, such as ability to control ip access and to encrypt chat messages.

Now our clients across all industries can benefit from this development as they prepare for the GDPR.

We have taken a series of steps to ensure compliance for our clients using our services. We are also keeping a close eye on any further guidance issued by data protection authorities.

This document has been designed to answer some of the most common questions regarding our compliance with the GDPR as well as the general privacy of our services.

We are also happy to provide you with any additional information.
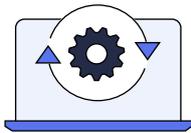
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Giosg as a Data Processor

The data protection legislation has two key roles for companies handling personal data: controllers and processors. Our customers are data controllers and giosg their data processor.
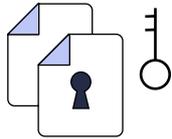
Data Controller
Controller is the one who owns the personal data and decides what is to be done with it.

Data Processor
Processor is the company that handles the data on behalf of the controller.

Does giosg process personal data?
Yes.

In order to provide online customer engagement services, some personal data will be included in the data that we process and store on our servers. This includes full ip addresses of visitors, the content of chat conversations as well as the information about the customer agent (name, title, profile picture etc).

These data categories are listed fully in our terms of service as well as in our privacy policy. This data belongs to the customer and they can control it through their account.

What is Benchmark data?

In addition to storing customer data, our service collects anonymous use data for own own use. This data is used for our internal service developments, troubleshooting, profiling and statistics.

This data is generic, does not contain any personal data and cannot be connected to any individual.

The benchmark data collected is limited to the following information:

Operating system
Device
Browser type
Visited URLs/Referrer URL
Timestamps

Our data processing activities are fully listed in section 8 of our Terms of Service https://www.giosg.com/terms-of-service

For more information contact us at legal@giosg.com

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Informing visitors about the use of giosg services

When you decide to start using giosg on your website, it is your responsibility to provide your visitors with certain notices. We recommend ensuring that you have the following policies/information available on your website:
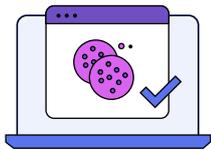
AN UP-TO-DATE COOKIE POLICY

Like most similar services and websites, giosg services use cookies and cookie identifiers for service personalization, analytics and tracking. Therefore a cookie policy/disclaimer informing visitors about the use of third party cookies is recommended. Feel free to mention giosg and provide a link to our terms of service as part of your cookie policy.
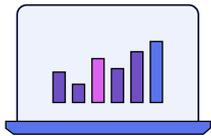
NOTICE REGARDING DATA BENCHMARKING

In order to ensure and improve the quality of our services, we collect and analyze some information about the traffic our software handles.

This benchmark information is always anonymous and cannot be connected to any end visitor or customer entity. Nevertheless you may wish to inform your end visitors about this benchmarking for the sake of transparency.
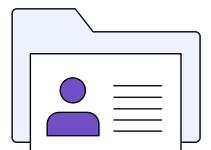
NOTICE REGARDING PERSONAL DATA

The processing and storage of the following visitor personal data and the analytics data saved with it:

- IP address
- Content of chat conversations
- Visited URLs
- Referrer URL
- Timestamp
- Operating system
- Device
- Browser

Giosg does not transfer any data outside of the EU/ETA.

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Data Storage

"Where is your data stored?"
All giosg data is stored on servers inside the EU. We never transfer any data out of the EU/EEA. Giosg rents servers from Hetzner Online, an ISO27001 certified data center located in Germany.

Technical Security

"How is the security of your service ensured?"
The GDPR requires for adequate technical and organizational measures to be taken to safeguard personal data. Our services ensure security by: -Always using TSL protection
- Regular Backups
- Technical audits carried out twice a year
- A named Data Security Officer
- High internal confidentiality and privacy guidelines
- Regular data security and privacy training for our staff

Audits

"Can we come and perform security audits on your service?"
Yes you can, as long as you cover for the costs.

Data Subject Requests

"Are you prepared to assist us with the requests made by data subjects?"
Yes we are. Under the GDPR it will be our legal responsibility.

Extra security?

"We operate in a high security industry. Can you offer us extra security features to fit our needs?"
Yes we can! We are now offering an extra security feature VAULT for companies with very sensitive data and/or operating within industries with high data security policies such as banking, insurance and health care industry.

Giosg VAULT includes AES data encryption, added-security password settings and ip address access control settings, which enable customers to control the locations from where the services may be used by their employees.

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Rewriting the rules of online engagement

For more information ➔ **giosg.com**