

GoldMine & GDPR
April 2018

You raised a question about GDPR - here is some helpful information.

Ivanti is committed to compliance - as stated in our official statement at:

<https://rs.ivanti.com/downloads/gdpr-compliance-statement.pdf>

A bit more detailed BLOG posting:

https://www.ivanti.com/blog/gdpr-pr-data-protection-ivanti-chief-technologist-emea-simon-townsend-responds/#disqus_thread

Other information is available at: <https://www.ivanti.com/company/legal>

First, any company that holds personally identifiable information on European Data subjects must abide by GDPR (typically your marketing prospects, customers, and vendors). To my knowledge, there are no exclusions for prior business relationship or size of business exclusions as we have seen in some North American regulations.

Second, much of the regulation relates to process in your company: requiring an opt in for information and purpose, e.g. sending product updates, responding for customer requests to see edit and delete data – and having a person responsible.

Third, as to product – GoldMine is a repository for personally identifiable data such as contact name, phone numbers, emails, addresses, family – all under the purview of GDPR. In addition, GoldMine allows admins to add custom fields which may contain other items of personal data. GoldMine does provide contact reports, allows edits and deletions, and has options to protect data at the field level to limit viewing.

We recommend that you implement proper opt in at your web site and only import contacts that have done so – and store that in a field for mailing purposes.

GoldMine has numerous security features and sits behind the firewall so your network security is the primary defense as does database security (though GDPR does not specify any particular security requirements).

For GDPR in May, we will have a security patch and additional security on our web client in release 2018.2.

In summary, GDPR has many requirements that are primarily focused on your internal control and processes to protect the data and does not have many specific technical requirements. We have strived to have a strong baseline of security options. If you have additional questions, please let us know at privacy@ivanti.com.

Very Truly Yours,

Paul R. Petersen PCM, ACRM, JD
Vice President & General Manager
GoldMine
630.561.4019