

# GDPR Readiness

The journey to GDPR compliance and beyond



## Data Protection and GDPR Compliance– The Big Picture

EU General Data Protection Regulation (GDPR) compliance is a huge topic, embracing legal, technology, process, strategy and marketing. The data protection component is just one part of the bigger picture. As an IT organization, Capgemini isn't in the business of auditing or providing legal advice on your GDPR position. Instead, we are one of the few companies with an end-to-end portfolio of services and solutions that give you the practical capacity to manage and safeguard your data in line with GDPR requirements.

The EU General Data Protection Regulation comes into force in May 2018. It reflects the value of data, which is at the heart of corporate strategy for all digitally-enabled organizations.

### The cost of non-compliance

Can your organization afford to lose 4% of its turnover – or pay a €20 million fine, whichever is higher? That's the stark reality facing organizations failing to prove GDPR compliance from 28 May 2018.

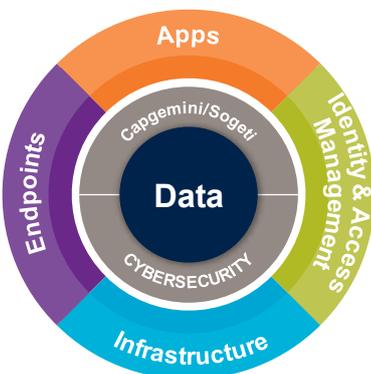
**With the adoption of social, mobility, analytics, cloud and Internet of Things technologies, more and more channels are opened up into the digital enterprise, through which data is captured, analyzed, accessed, shared, disclosed – and stolen. This is driving a new impetus to protect data assets and safeguard the privacy of both personal and corporate information.**

It is also the stimulus behind the introduction of GDPR. With a specific deadline by which to establish – and prove – the responsibilities and mechanisms for protecting 'personal data', organizations need to take action now. They must improve individuals' trust in their products and services, accelerate the implementation, and specifically:

- Transform their governance and practices (new roles and processes).
- Protect both structured and unstructured data all along their lifecycle.
- Detect and notify data breaches and leaks (report within 72 hours).
- Reduce IT (and security) costs (by, for example, deploying digital/cloud services, relying on global / trusted partners).

### Data Protection – beyond compliance

At Capgemini, we believe that GDPR is a force for good. It is galvanizing the modern enterprise into taking a closer look at its wider digital transformation and the impact on data security. It is pushing data privacy and protection firmly to the top of the strategic agenda. This is crucial. Data privacy and protection are not purely compliance issues, but have wider business implications. That's because while GDPR has mandated the security of data processing, being compliant doesn't mean that you are secure. And the strategic impact of a data breach on an organization's financial stability, operational continuity, brand value and customer trust can be immense.



Our portfolio has been fully addressing these data governance, management and protection needs for many years. The following pages describe how, by advising on, assessing, and securing your digital transformation, we can support your data protection journey and help you meet the specific GDPR requirements for privacy and protection.

# The GDPR challenge – Data protection for the long term

While data privacy and protection have broader implications than purely compliance, there are some specific challenges relating to GDPR. These are fully aligned with Capgemini's end-to-end portfolio of services and solutions that give you the practical capacity to safeguard your data for the long term.

## These GDPR challenges are:

- **Ownership and accountability:** Compliance with GDPR requires deep organizational transformation based on new roles, notably a Data Protection Officer (or a Digital Risk Officer) and new Codes of Conduct. This will have a significant impact on how an enterprise is structured around its data;
- **'Security & Privacy by Design':** GDPR asserts the need for measures that meet these two principles of data protection. This will require new methodologies and heightened collaboration between business lines, legal, and IT staff to ensure data security, including GDPR requirements, is an enterprise-wide effort;
- **Implement and run:** The adoption of new technologies and processes requires deep expertise in data management and classification, encryption, identity and access management (IAM), pseudonymization, destruction, etc. Critically, this isn't solely about GDPR compliance today, but about ensuring these new measures are acted on and used day in, day out, long into the future;
- **Breach notification:** No organization can guarantee their data is fully protected, no matter what security is in place. The GDPR's requirement for breach notification to data subjects and Data Privacy Authorities requires monitoring capabilities and incident management process involving all relevant parties;
- **Non-compliance and risk management:** The cost of failing to comply with GDPR extends beyond the regulation and related fines to wider business impact, including reputational damage and lost intellectual property. This demands a risk management approach that balances the cost of implementing new data protection measures with these impact costs.

The ability to respond to these challenges has far-reaching implications. Crucially, 25 May, 2018 must be viewed as just the beginning. Compliance is not a one-shot process. Once you have implemented all the GDPR requirements, the broader challenge is to sustain effective Data Management, Data Protection and Data Security for the long term.

Capgemini offers this long-term perspective. We equip digital organizations with the expertise, tools, processes and services needed to ensure data privacy and protection regimes safeguard the entire digital journey. As a trusted global partner, we are committed to controlling the chain of data privacy and protection from advisory services, through solution implementation, and on to monitoring and reporting.

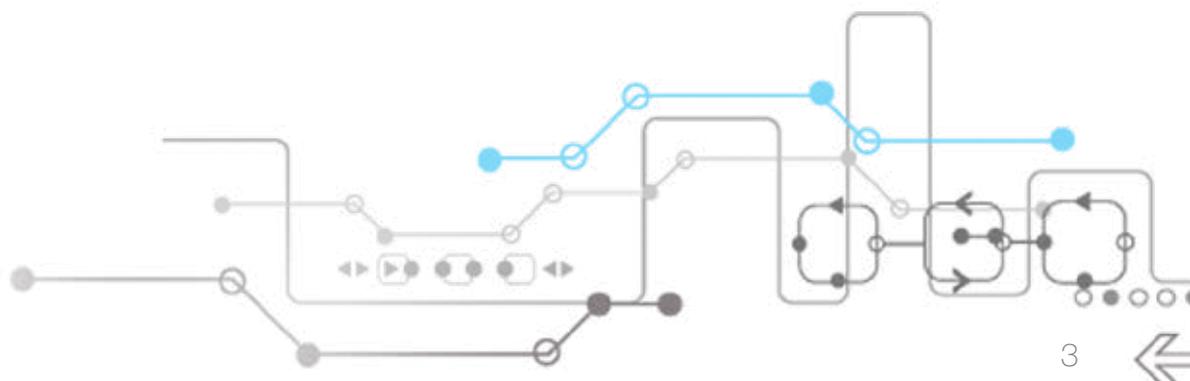
## Changing the data game

GDPR represents a comprehensive reform of existing data security measures. It reflects the massive change in technology and IT services provision as a result of increasing digitization. GDPR compliance requires a significant change in the way organizations manage personal data throughout its lifecycle (incl. third parties).

Specifically targeting organizations that manage data from European Union citizens, GDPR encompasses data management and protection, reporting and accountability, including a requirement to notify data breaches.

The average cost of a data breach in 2016 was US\$ 2,4 million.

Source: Verizon 2016



# Scalable data privacy and protection on the road to compliance

Capgemini can help you establish a sustainable data protection regime that contributes to your GDPR compliance. How? With the practical capacity to implement and run scalable data privacy and protection programs and solutions aligned with GDPR requirements.

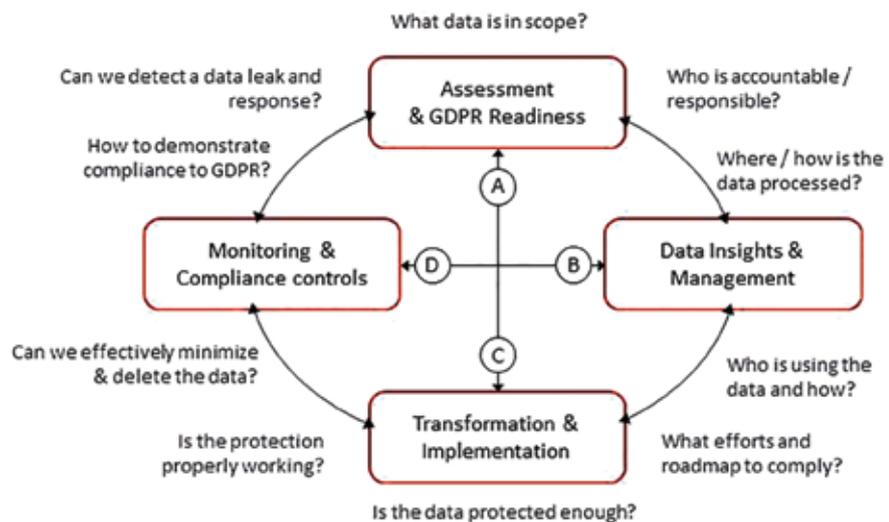
We recognize that transforming data management and data protection within your organization may require a broad-ranging change program. This encompasses your business, cybersecurity, digital and compliance cultures, as well as the tools and services you need to keep your data secure.

We believe this sets us apart. Capgemini is one of the few organizations with an end-to-end data protection and GDPR requirements offering that takes you from strategic consulting and assessment of your current position, through solution implementation, and on to the ongoing monitoring of threats to your data, day in, day out.

We leverage strategic partners and alliances and enable our clients to embed consistent protection across the data lifecycle, while facilitating GDPR compliance.

Drawn from our extensive portfolio, there are 12 specific services to help you answer key questions and comply with the GDPR:

Simplified Portfolio	Our 12 Services	
Assessment & GDPR Readiness	<ul style="list-style-type: none"> <li>• Maturity Assessment &amp; Roadmap</li> </ul>	<ul style="list-style-type: none"> <li>• Identity &amp; Access Management “FastTrack”</li> </ul>
Data Insights & Management	<ul style="list-style-type: none"> <li>• Data Discovery &amp; Data Classification</li> </ul>	<ul style="list-style-type: none"> <li>• Data Protection Impact Assessment</li> </ul>
Transformation & Implementation	<ul style="list-style-type: none"> <li>• Awareness &amp; Change Management</li> <li>• Organization Transformation &amp; Professionalization</li> </ul>	<ul style="list-style-type: none"> <li>• Database security</li> <li>• Unstructured data security</li> <li>• Identity &amp; Assess Management (IDaaS)</li> </ul>
Monitoring & Compliance Controls	<ul style="list-style-type: none"> <li>• Compliance Tracking</li> <li>• Data Leak Prevention</li> </ul>	<ul style="list-style-type: none"> <li>• SOC &amp; SOCaaS</li> </ul>



Each of these services leverages tools from our eco-system of alliances and partners to deliver the required operational outcomes. We have identified the best partners/tools for each service, but are flexible in this where a client is more (or less) mature and has a preferred vendor with a particular tool/skillset.

# Organize. Protect. Monitor.

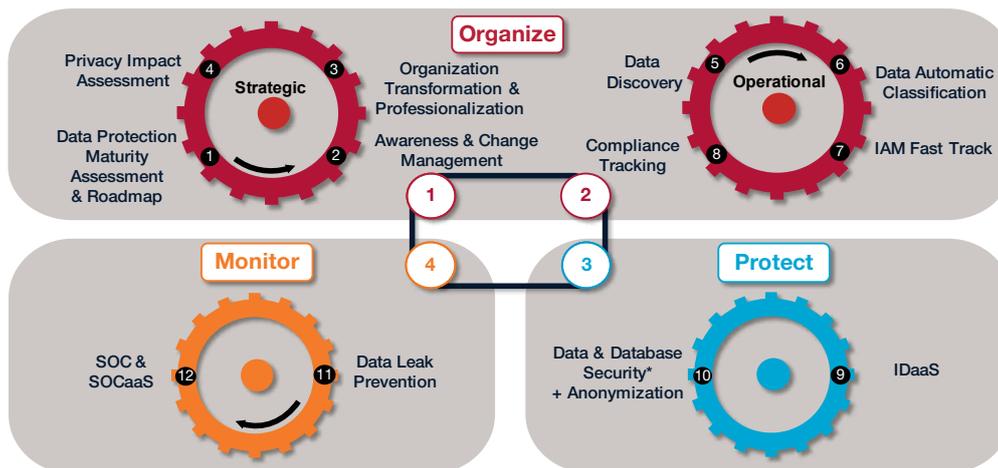
Here's how we help our clients organize, protect and monitor in line with the GDPR requirements.

## We Organize

We help clients assess their current position before working with them to prepare for organizational and practical changes. We then establish and manage transformation program and provide the solutions they need to get them to where they want to be.

Our Consulting and Data Management services will help you answer six key questions:

- What data is in scope?
- Where and how is it processed?
- Who is using it and how?
- Who is accountable / responsible?
- How is it collected, minimized and deleted?
- What effort and roadmap to comply?



## Your data protection - done your way

Our 12 services are designed to help you meet the specific data protection requirements of the GDPR in tune with your needs, risk profile and organizational structures. As a global offering, it also provides the means for companies with international operations to consistently comply with GDPR in all countries, acknowledging the regional adjustments needed to accommodate local laws. The solution is both modular and scalable, so that it can be tailored to meet the needs of all sizes of enterprise that are managing the personal data of EU citizens.

## We Protect

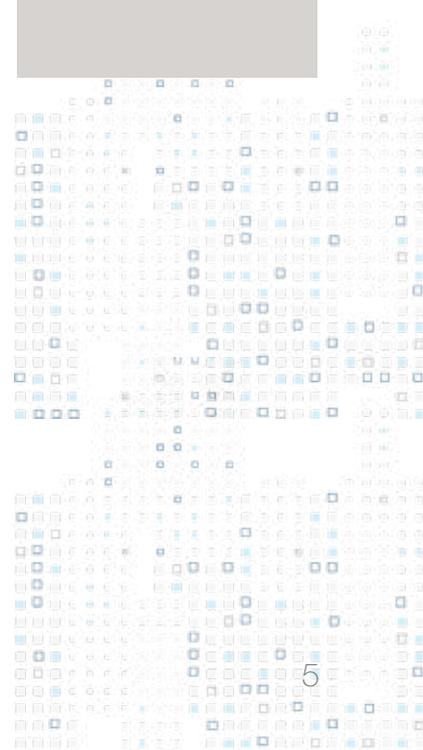
We design and build the defenses you need to safeguard the personal data you control or process. Our Transformation and Implementation services answer four key questions on your GDPR compliance journey:

- Is the data protected enough? What effort and roadmap to comply?
- Is the protection working properly (Identity & Access management, data encryption and pseudonymization etc.)?
- Can we effectively delete the data? (obfuscate, anonymize, erase)
- How can we demonstrate we are GDPR compliant?

## We Monitor

The capacity to prove the implementation of controls and the notification of any data breaches is a key requirement of GDPR. This is also integral to our approach to monitoring the threat to clients' networks, systems and data. Our security supervision services provide you with situational awareness of how your security controls are operating and the threats you face, enabling you to detect and react efficiently to cyberattacks. Our Monitoring services answers two key question:

- Can we detect a data leak and respond effectively?
- Can we demonstrate we are GDPR compliant and make data protection sustainable?



01010  
01010  
1110  
10010  
01010  
00111



# Your partner for practical data protection and GDPR services

We deliver data governance and intelligent cybersecurity services. The expertise of our 1500+ data management specialists and 3,000+ cybersecurity professionals is complemented by a deep know-how of security products and vendors. We have a global presence with delivery centers located in Europe, North America and India.

## **Our CySIP Program: Protecting our own data and the delivery of client projects**

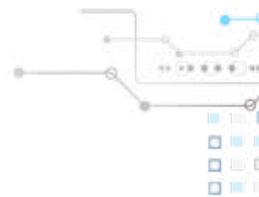
At Capgemini, we understand the strategic importance of data privacy and protection. It's why we launched our own internal program of transformation back in 2014 – long before GDPR. This is a reflection that, while GDPR compliance is an end-point in terms of a specific transformation objective, data privacy and protection are a long-term requirement demanding sustainable and practical solutions.

Our CySIP Program (Cyber Security and Information Protection) has seen Capgemini implementing a Security & Privacy strategy and a baseline of 64 mandatory practices for securing internal IT and data, as well as for client deliveries and data. This critical transformation has executive level sponsorship, clearly indicating the huge value that we, as an organization, place on data privacy and protection. Our Binding Corporate Rules (BCR) were validated by three Data Protection Authorities in March 2016.

## **Data Protection and GDPR Compliance: key projects**

We have been supporting our clients' digital transformations for many years, with a strong focus on data protection and a GDPR compliance approach:

- We have performed multiple GDPR readiness assessments to establish consistent roadmaps for international and national clients;
- We helped several clients classify their applications and data to perform efficient Data Protection Impact Assessments;
- As part of a consistent digital transformation program, we developed and implemented a privacy impact assessment workflow for one of Europe's biggest airports;
- We helped a leading IT company and a public structure to review their organization and processes to manage both security and privacy in a consistent manner;
- We helped a leading ICT services supplier identify, assess and deal with privacy risks as part of EU data breach legislation;
- We helped a hospital ensure compliance with privacy regulation and protection of patient data by implementing secure operating systems, user authentication mechanisms and communications channels, and hosted infrastructures;
- We operate SOCs (Security Operation Center) for a number of financial services organizations to detect attempted attacks on critical assets and monitor overall IT and data security with relevant I&D and Cybersecurity teams;



# We are different

Capgemini has a strong focus on helping clients protect their digital assets and technology-enabled business processes. This enables you to reduce the risk to business value of your ongoing digital transformation. Our services are designed to help you be compliant with regulations and protect your data assets, so that you can build trust with your customers and stakeholders.

- Capgemini is a global player in consulting, protection and monitoring services;
- We are a European trusted player and deliver our services worldwide (Americas, Europe, Asia);
- We deliver operational outcomes based on proven methodologies and tools;
- We leverage partners and strategic alliances;
- Our offer is modular and adapted to each client's unique context;
- Our own Capgemini CySIP program and Privacy Code of Conduct are focused on achieving GDPR compliance by May 2018.

## Data Protection and GDPR Compliance - benefits for our customers

Our end to end services help to align legal, IT and business lines objectives and constraints.

We deliver a consistent approach to manage and protect personal data including third parties; our solutions reduce the risk of non compliance throughout prevention, detection and reaction in case of a breach;

Our sustainable services provide proper data protection all along its lifecycle;

We establish clear roadmaps to accelerate and deploy solutions before the deadline of May 2018 and beyond!

## Contact details:

GDPR Global Lead: **Pierre-Luc REFALO**  
Global Head of Cybersecurity  
Strategic Consulting  
pierre-luc.refalo@capgemini.com

Data Protection: **Maxwell KEYTE**  
Leader CyberSecurity | Capgemini AppsTwo  
maxwell.keyte@capgemini.com

Data Governance: **Graham HUNT**  
Director - Insights & Data Practice  
graham.hunt@capgemini.com

# About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 global revenues of EUR 12.5 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Sogeti is a leading provider of technology and software testing, specializing in Application, Infrastructure and Engineering Services. Sogeti offers cutting-edge solutions around Testing, Business Intelligence & Analytics, Mobile, Cloud and Cyber Security. Sogeti brings together more than 25,000 professionals in 15 countries and has a strong local presence in over 100 locations in Europe, USA and India. Sogeti is a wholly-owned subsidiary of Cap Gemini S.A., listed on the Paris Stock Exchange.

Capgemini and Sogeti are experts in IT infrastructure and application integration. Together, we offer a complete range of cybersecurity services to guide and secure the digital transformation of companies and administrations. Our 3,000 professional employees support you in defining and implementing your cybersecurity strategies. We protect your IT, industrial systems, and the Internet of Things (IoT) products & systems. We have the resources to strengthen your defenses, optimize your investments and control your risks. They include our security experts (Infrastructures, Applications, Endpoints, Identity and Access Management), and our R&D team that specializes in malware analysis and forensics. We have ethical hackers, eight security operations centers (SOC) around the world, a Information Technology Security Evaluation Facility, and we are a global leader in the field of testing.

For more information, please visit:

[www.capgemini.com/gdpr](http://www.capgemini.com/gdpr)  
[www.sogeti.com/cybersecurity](http://www.sogeti.com/cybersecurity)

This message contains information that may be privileged or confidential and is the property of the Capgemini Group.  
Copyright © 2017 Capgemini and Sogeti. All rights reserved.  
Rightshore® is a trademark belonging to Capgemini.

This message is intended only for the person to whom it is addressed. If you are not the intended recipient, you are not authorized to read, print, retain, copy, disseminate, distribute, or use this message or any part thereof. If you receive this message in error, please notify the sender immediately and delete all copies of this message.