

Cross-system customer index

Quick search for data protection requests according to EU-GDPR.



EU-GDPR: How to respond to data protection requests from data subjects in a timely manner.

This is what the new and extended right to information means.

As of 25 May 2018, the new EU General Data Protection Regulation, or EU GDPR for short, applies and with it a new and extended right to information. According to Article 15 of the GDPR, data subjects have the right to obtain confirmation from data controllers as to whether personal data are being processed. This information must be provided in a timely manner. If data is processed, the respective company must provide a lot of further information regarding the data.

How do I find the customers in my systems?

This question presents many companies with very concrete practical problems. After all, customer data is often stored in different systems. It can be tedious and time-consuming to find the corresponding entries for a customer. In addition, the requests must be answered promptly according to the GDPR. It is definitely to be expected that the number of enquiries will increase significantly from May onwards - and with it the research effort.

*„According to a calculation by the IT company Senzing, medium-sized companies must expect to answer an average of 246 data protection queries per month. That could add up to more than 1259 search hours, for which, according to Senzing, up to eight employees per day would be exclusively occupied.“
(from: Die Welt, 23.2.2018)*

The GDPR has another requirement in store:

Article 12, paragraph 1 and Article 5, paragraph 2 state that data controllers must take appropriate preparatory measures to ensure that data subjects receive timely responses to their requests.

With a cross-system customer index, you can respond to requests quickly, accurately and on time.

With TOLERANT Match, you can easily build a central search index for your data protection queries. There, data from different sources and systems can be merged - so a cross-system customer search works quickly and easily. In just a few seconds, you can find out whether the applicant is listed in your systems - and if so, in which ones. This allows you to give an initial assessment to the customer on time and to process the request quickly without time-consuming individual searches in your systems.

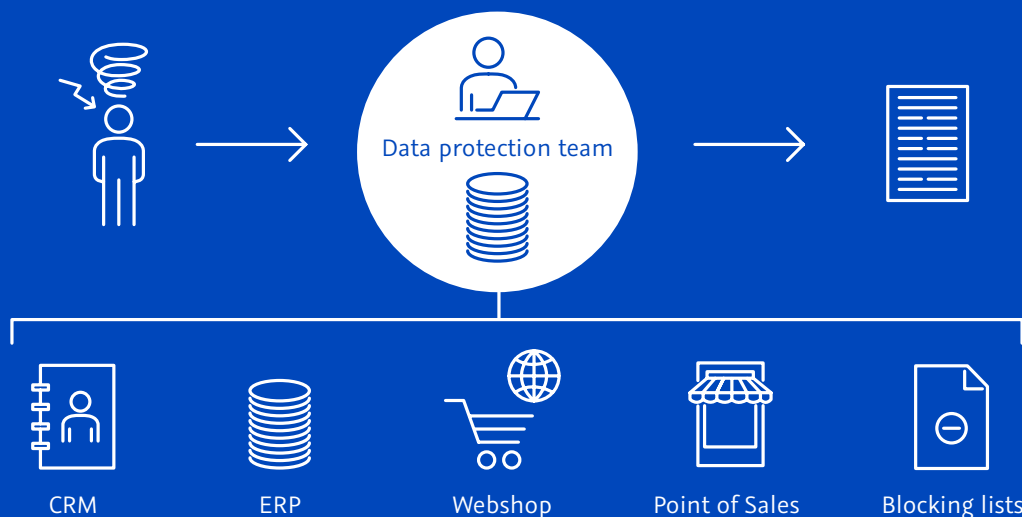
60x

faster and thus a time and cost saving.
10 sec. with TOLERANT Match versus 10 min. with a conventional search in several systems.

Request for information

Fast search

Initial assessment



This is what TOLERANT Match does for you

- > You find customers quickly and across systems
- > Hits with similar spellings are also found reliably
- > The search rules can be optimised individually
- > You can restrict access exclusively to the data protection officer and a data protection enquiry team
- > You can optionally store pseudonymised or partially pseudonymised data (e.g. credit card number 1234 xxxx xxxx 5432)

Your advantages


- > You can find the data you are looking for quickly and easily
- > You save approx. 10-30 minutes of research time per case
- > You can contact the applicant in due time and provide the required initial assessment
- > Internal and external blacklists can be easily integrated (e.g. Robinson list, GDVI, ...)
- > You create a solid basis for follow-up searches in the systems concerned

- > Can be set up easily in a few days without complex system integration
- > Scales to large holdings > 10 million

What you need for TOLERANT Match

- > A server with Linux or Windows Server 2016, 4 cores, 4 GByte RAM + 1 GByte RAM per 1 million records in the index, 10 GByte hard disk + 2 GByte per 1 million records
- > From each system with customer data, you need an export in CSV format with name, address, telephone, e-mail, source/system, customer number and, if applicable, date of last change
- > Optional stronger integration for direct data supply via web service possible

CONCLUSION: A cross-system customer index with TOLERANT Match is your technical basis for quick and complete responses to customer queries on data protection.

 Max Mayer|



3 hits in 0.2 sec.

System	ID	Date	Name	Street	Post code	City
CRM	12345	15.1.2017	Max Mayer	Büchsenstr. 28	70174	Stuttgart
ERP	0815	23.4.2017	Max Meier	Buechsenstr. 28	70176	Stuttgart
Robinson list	15432	18.6.2017	M. Meier	Buechsenstr. 28	70176	Stuttgart