



The Service Management Company



GDPR application for the enterprise

Helping organisations comply with the General Data Protection Regulation

Simplifying GDPR compliance

Deliver GDPR capabilities to all parts of the organisation.

Streamline the consent process

Capture and store consent data to ensure it is managed and aligned to approved processing.

Self-service requests

Provide a portal to allow internal and external users to submit data subject access requests which are tracked using SLAs.

Automate GDPR processing

Produce a workflow and task framework for all groups to action GDPR requests within required time periods.

Proof of compliance

Approve and track changes to regulatory documents (DPIA, DSAR, ROPA).

Fulfil data breach obligations

Capture associated incidents and records, and track tasks to manage and mitigate any breach within the 72 hour SLA.

Integrate with GRC

Integrate with ServiceNow® GRC to ensure GDPR policy and compliance tracking.

TESM is a Gold Services Partner of





Solving GDPR with ServiceNow®

Any business is likely to have personal data held across several areas of the organisation, not just in the ServiceNow® instance. The TISM GDPR application provides an end-to-end solution with the following capabilities:

- Auditing and accountability
- Lawfulness of processing and consent
- Data processing statement
- Data protection impact assessment
- Incident and breach management

The TISM GDPR application is available from the ServiceNow® store.

Governance, Risk and Compliance

All processed personal data must be documented via a Record of Processing Activity (ROPA) to meet Article 30. With TISM's solution each piece of personal data is classified and mapped to a business system or application via your configuration data, which ensures any data breach is fully understood and effectively managed.

Users can request data processing to create workflows which drive a calculated risk assessment. After an appropriate review, any formal approval of the assessment is linked to a risk framework which ensures Article 35 is adhered to.

Retention schedules can be defined against all data assets that are being processed to guarantee the data is kept for the appropriate period. The destination of data transferred outside of the EU and any protections available there (via equivalency statements, modal clauses, corporate binding rules, etc.) can all be recorded within the application.



Maintaining consent records

The complexity of requesting, gaining and maintaining consent records can make this obligation one of the hardest aspects of GDPR to implement correctly. TISM's solution provides a repository for all consent records which can:

- Take records from any system
- Read a consent record's current state
- Trigger renewals before the record expires
- Provide clarity over who has consented to what processing
- Be programmatically updated by systems such as Salesforce and Campaign Monitor



For further information on the GDPR Application please contact us:
contactus@tesm.com +44 (0)203 874 6760 www.tesm.com

The TISM GDPR application is available from the ServiceNow® store