

COMPLIANCE

GDPR Compliance



GDPR Compliance Background

As of May 2018, the European Union's General Data Protection Regulations (GDPR) came into force in the UK and across Europe. The GDPR aims to simplify and harmonize data protection regulations across Europe.

It intends to create a single data protection law that applies to all the European Union and companies that process European Union citizens' data. The GDPR will replace the existing European Data Protection Directive (Directive 95/46/EC). Beginning on May 25, 2018, the existing Data Protection Directive, and the laws relating to it, no longer apply.

With GDPR in effect, organizations need to be able to demonstrate compliance on an on going basis by implementing highly robust processes, technologies and policies that adhere with the law requirements.

Lightico's Compliance Pillars

ISO 27001 certified

EU-based data center

Updated privacy policy
in accordance to
GDPR requirements

Regularly audited by
a third party legal
and technical team

Privacy as a Lightico Policy

Privacy and confidentiality are at the heart of our business. We treat personal information seriously, respect our users' privacy as well as their personal information choices.

Lightico's service depends on treating personal information securely, in the strictest confidence and with sensitivity. Lightico is ISO 27001 certified and will add ISO 27017, 27018 and 22301 by March 2019 which will support our trusted partnerships and customers.



GDPR FAQs

Is Lightico GDPR Compliant?

Yes, Lightico is Data Protection Compliant.

Our product has been built and upgraded to honor the new rights of data subjects, new standards and official guidance. It follows the privacy-by-design principle.

Lightico's teams follow defined protocols and procedures in relation to data protection all under the supervision of our Data Protection Officer. We are aware and understand the individual rights that data subjects have in relation to the handling of personal information and the internal detection and reporting of exceptions. We follow strict hierarchies on who has access to personal information and for what purpose.

What Data does Lightico Store?

We collect basic user identification data as well as data on the users interactions with the business through our solution. All data is stored in an encrypted and configurable manner. Moreover, that information can be deleted on an interval basis upon request.

Does Lightico Work With Third parties? Are They Compliant?

Lightico maintains its data centers in AWS which is GDPR compliant and is working solely with vendors who declare compliance with the GDPR regulations.

Where Does Lightico Store Personal Information?

Lightico uses servers located in AWS London, England to store the Personal Information for customers based within the European Economic Area (EEA). Personal information is never transferred outside of the EEA unless in a method specifically permitted under the GDPR. Lightico meets all necessary information security, encryption and regulatory standards.

What Are My Responsibilities?

As a processor under GDPR regulation, Lightico meets all necessary requirements with regards to security and privacy. As our customer and controller of the data, you maintain the responsibility of your organization's use of our platform to comply with the necessary controller requirements of the GDPR regulation.

About Lightico

Lightico's real-time customer collaboration platform empowers your agents to collect forms, documents, e-signatures, photos, consent to disclosures and to verify ID instantly while they have customers on the phone. By simplifying customer interactions in the last mile of the customer journey, businesses make it easier for their customers to be their customers, earning their trust and loyalty, translating to higher profits.

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