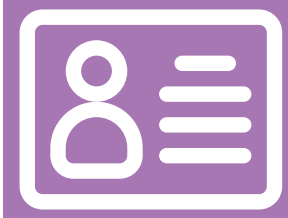
GDPR compliance with eMudhra Ltd

About the General Data Protection Regulation (GDPR)

GDPR is a regulation that requires businesses around the world to protect the personal data and privacy of EU citizens. GDPR puts in place certain restrictions on the collection, use and retention of personal data.

Key points about GDPR

PERSONAL DATA IS SENSITIVE



This includes data such as name, email, and phone number in addition to data that may be less obvious like IP address, GPS, location, phone ID, cultural or social identity and more.

GDPR APPLICABILITY

GDPR applies to all organizations established in the EU and to organizations, whether or not established in the EU, that process the personal data of EU data subjects in connection with either the offering of goods or services to data subjects in the EU or the monitoring of behaviour that takes place within the EU.

PENALTY FOR NON-COMPLIANCE

Regulators can impose fines of up to 4% of global annual turnover or 20 million euros and it may perform audits, issue warnings or a (temporary) ban on processing.

DATA SUBJECT RIGHTS

GDPR grants EU residents a series of rights such as the right to know what personal data is collected, how it is used and to have that data changed or permanently removed.

Addressing GDPR Compliance

eMudhra Approach

Personal data is secured

Personal data captured is always stored securely in our systems and best effort to pseduonymize data is done to protect personal data.

User consent is sought from data subjects

User consent is sought for specific purposes for usage or processing of personal data.

Data Subject Requests

Mechanisms have been put in place to quickly respond to data subject requests through dedicated response teams.

How do we achieve GDPR compliance?

Data Security & Storage

eMudhra is a licensed Trust Service Provider and runs Webtrust compliant operations. eMudhra places huge emphasis on security and is ISO 27001 and CMMI accredited and continues to get audited by 3rd parties towards ongoing compliance of the above programs.

eMudhra hosts has regulated cloud applications through its own Tier III data centre which has round the clock surveillance and customer facing cloud applications on GDPR compliant cloud providers such as Amazon Web Services.

As part of our data storage and processing policies, we use best practices towards minimal gathering and storage of personal data and wherever possible use pseudonymization techniques to mask real data with other identifiers.

Consent Based Access

Our applications are designed to seek user consent for processing and usage of personal data towards one or more specific purposes. The privacy policy and terms of use clearly state the usage and processing of personal data.

Ongoing Compliance And Monitoring

eMudhra conducts regular compliance programs where operations and systems are monitored and internally audited and observations are reported to Data Protection Officer. This is supplemented through 3rd party audits conducted by external agencies.

Responding to Data Subject Requests

To comply with data subject requests as part of the data subject rights set forth in GDPR, eMudhra makes it easy for data subjects to submit requests including right to obtain copies, modify, restrict processing, deleting data subject's personal data.

All such requests can be sent to ***privacy@emudhra.com***

Data Processing Agreements and Sub processors

Data Processing Agreement (DPA)

eMudhra offers a data processing agreement with GDPR standard model clauses to those customers that need it for meeting GDPR requirements.

The data processing agreement includes clauses to cover lawful transfer of data to regions outside the EEA including the US and India.

Subprocessor Agreements

eMudhra also uses Subprocessors such as hosting providers to provide its services. These subprocessors (listed on eMudhra's website) who may process the personal data of our customers are held to the same standards as defined in our data processing agreement.

Dedicated Team For Ensuring GDPR Compliance

eMudhra has a dedicated team to address data subject requests within at the earliest as reasonably possible and within prescribed times. Our security team works round the clock to prevent breaches. In the unlikely event of a breach, dedicated response teams work to mitigate the impact of the breach and notify customers as necessary.

For GDPR issues or to reach DPO, please write to ***privacy@emudhra.com***

Web: www.emudhra.com