

GDPR Update

IEEE 802 EC



Key Accomplishments

- ▶ Policies
 - Updated IEEE Privacy Policy on April 23
 - IEEE Data Access and Use Policy Finalized
 - IEEE Events Terms and Conditions Finalized
 - Social Media Guidelines Developed
- ▶ PIA/DPIA (Privacy Impact Assessments/Data Protection Impact Assessments)
 - 450 Applications Reviewed
 - Completed PIA reviews of 269 applications
- ▶ Contract Updates
 - 8,870 Active Vendor Relationships Evaluated
 - Data Processing Agreement Drafted
 - Outreach to Vendors to Update Contracts Ongoing



Key Accomplishments – Continued

- ▶ Cookie Compliance and Website Updates
 - Cookie Compliance Banner Made Available to Over 7,000 Websites
 - Video Created to Aid with Implementation by Website Owners
 - Website setup with Instructions
 - Webinar for Website Owners Conducted April 24
 - All Sites in IEEE Control Updated



Key Accomplishments – Continued

- ▶ Consent Outreach
 - Rounds 1 & 2 Complete; OU specific outreach In Progress
 - Implementation of Consent Management System
- ▶ Data Subject Request Process Developed
 - Development and Implementation of automated process using customer services software
 - Continued Staff Assistance Through privacy@ieee.org



Key Accomplishments – Continued

Systems Updated on May 22 to Require Consent with Updated IEEE Privacy Policy

- ▶ **Member Join and Renew**
- ▶ **Membership/Profile/Cart**
- ▶ Siebel eMedia
- ▶ Open Access Payments
- ▶ ICX
- ▶ OBIEE
- ▶ IEEE OU Analytics
- ▶ **CS Store application**
- ▶ PES eCommerce & IEEE USA Shop Applications
- ▶ **IEEE Xplore**
- ▶ IEEE Collabratec
- ▶ IEEE Member Directory
- ▶ SMPTE
- ▶ Author Gateway
- ▶ Fellows Directory
- ▶ **vTools eNotice**
- ▶ **vTools Events**
- ▶ **Web Account Registration**
 - IBP, Computer society & Spectrum
- ▶ Education INXPO
 - Video content management
- ▶ IEEE Resource Centers
- ▶ **Listserv**
- ▶ **Standards myProject Legacy**
- ▶ **Standards Pubic Review**
- ▶ **Standards NESCS**
- ▶ **Standards iMeet**
- ▶ IEEE Mobile Apps
 - IEEE App
 - IEEE Event Finder
 - IEEE Collabratec
 - NESCS
 - IEEE Meeting Series
 - IEEE Conference Creator
 - myXplore



Volunteer Tools

- ▶ Volunteer GDPR Information Dashboard

- <http://sites.ieee.org/gdpr>

- ▶ SAMIEE

- a web-based ad hoc query tool that provides designated IEEE volunteers with access to member data for reporting will be **retired on May 25**
- Articles have been published, emails have been sent to volunteers, a reminder will be sent this week

- ▶ IEEE OU Analytics – replaces SAMIEE

- Provides an intuitive interface and leverages visualization technology for better data presentation. The OU Analytics landing page provides easy access to various dashboard views with many filtering options, eliminating the need to create, revise, and generate custom queries.
- The Data Access and Use Policy will be incorporated at each sign in.
- Q and A sessions have been setup throughout May and June
- A quick guide and FAQs posted May 22
- Training/Socialization continuing since Sections Congress last year Aug 2017



Volunteer Tools - Continued

▶ vTools eNotice

- an electronic newsletter subscription service that has been developed for IEEE volunteers to facilitate email distribution of newsletters, meeting notices, social events and IEEE conference materials
- Automatically honors the email preferences of members
- Has been enabled for Regions, Geographic Councils, Sections, Subsections, Chapters, Affinity Groups, HKN Chapters, Student Branches and Student Branch Chapters
- eNotice will support Societies / Society volunteers by 25 May
- <http://sites.ieee.org/vtools/enotice-request/>



Volunteer Tools - Continued

▶ vTools Events

- used for creating and managing IEEE local events
- Events supports meetings for all Regions, Geographic Councils, Sections, Subsections, Chapters, Affinity Groups, and Student Branches
- A GDPR compliant eNotice can be generated for the event on demand
- Events are automatically exported to various sites, including IEEE Event Finder, IEEE website calendars and IEEE Collabratec
- Events will now request consent to the IEEE Privacy Policy
- Events will also request “Marketability” to enable us to send non members and guests information on IEEE activities
- <https://events.vtools.ieee.org/>



Volunteer Tools – SA Consent Capture

- ▶ SA has built a consent capture mechanism to assist volunteers to capture consent to the IEEE Privacy Policy and marketability subscription if not available for their tools

<https://engagestandards.ieee.org/IEEE-SA-Privacy-Policy-Acceptance.html>

Note: If box is checked, you have already provided consent to the IEEE Privacy Policy



Volunteer Tools – Continued

▶ List Compare Tool

- Can consume a file with email addresses and deliver a file with email addresses that have recorded consent/subscription in the IEEE Consent Management System
- Tool can be used by volunteers to validate a list of email address for communication with IEEE constituents
- Will include only those that have given consent
- Available for use
- Instructions will be shared as a part of training



Volunteer Tools – Continued

▶ Consent Bulk Upload Process

- Will be staff managed initially
- Consent collected will need to be provided to sa-dataprivacy@ieee.org in a specific, comma-delineated format as a CSV file
- Each consent or subscription has to be provided as its own line entry, even for the same user

<Email>,<firstName>,<lastName>,<SubmitterReferenceCode>,<Type>,<ConsentName>,<Value>,<Date>,<Site>

Email – all lowercase

Submitter Reference Code – MemberID or Customer Number (optional if needed for collection)

Type – Value has to be either “consent” or “subscription” (consent is mandatory, subscription is optional)

ConsentName – Check with Staff for consent names as they appear in the Consent Database
(common names: ieee_privacy_policy; ieee_event_tos; ieee_marketability_optin; ieee_do_not_contact)

Value – true or false (always true for consent since it must be accepted to collect personal data)

Date - YYYY-MM-DDTHH24:MI:SS

Site – location or URL where consent captured; be specific

EXAMPLE:

“sa.volunteer@ieee.org”,“Standards”,“Volunteer”,“”,“consent”,“ieee_privacy_policy”,“2018-05-27T15:25:215Z”,“IEEE 802.3 May Interim organized by ABC Company
http://www.abc_company.com/802.3May2018Interim”

“sa.volunteer@ieee.org”,“Standards”,“Volunteer”,“”,“subscription”,“ieee_marketability_optin”,“2018-05-27T15:25:215Z”,“IEEE 802.3 May Interim organized by ABC
Company http://www.abc_company.com/802.3May2018Interim”



Volunteer Tools – Continued

Listserv / Google Groups

▶ List Owners

- Received an email with:
 - A link to the IEEE Privacy Policy
 - The email will also ask and record consent to the IEEE Data Access and Use Policy and
 - The email will include instructions on specifics that must be adhered to when managing a Listserv list or Google Group. These will be posted on the website as well.
 - Unsubscribe footer (already in place for all listserv lists)
 - Welcome message
 - Large lists must be moderated*

▶ Lists become self-managed

▶ List members

- Received an email with:
 - A link to the IEEE Privacy Policy
 - Advising the lists they are members of
 - An opportunity to unsubscribe

* If list is used for IEEE Standards consensus discourse, this must be noted in the scope of the list and the welcome message must indicate that the list is not moderated because it is used for consensus discourse.



Future Refinements

- ▶ Additional Training and Resources for Volunteer Engagement
 - Comprehensive List of Volunteers to Receive Training Being Finalized
 - Training Courses Currently Being Prepared and Translated
 - Additional Webpages, Knowledge Base, and Resources Being Developed
 - In Person Training at June 2018 Board Series
 - Fuller Roll Out of Compliance Training Modules Expected June 2018
- ▶ Increased Integration of Consent Management System in IEEE Systems
- ▶ Increased Consent Opportunities Across IEEE Platforms



Notes

- ▶ Data Collection, Retention, and Processing Happens in Myriad Places
- ▶ Not All Contracts are Centrally Processed or Recorded
- ▶ Data Subject Requests Cannot be centrally Managed

- ▶ IEEE will need to address decentralized control of personal data:
 - Communication
 - Training
 - Acceptance of Data Access and Use Policy
 - Continued Updates to Templates and Processes
 - Increased Efforts to Integrate Uniform Applications
 - Process Changes to Notify Sponsors and WG Officers of Data Subject Requests and Required Actions

