

# Introduction from Ludovic Lecomte, Chief Information Officer at Inova

On May 25th, 2018, the **European Union's General Data Protection Regulation (GDPR)** came into effect. This regulation provides new protections for the personal data of EU residents. Anyone involved with the collection, storage, use or transfer of an EU resident's personal data will be impacted by GDPR.

We know that **GDPR compliance** is important for our clients. On the next page, you'll find some helpful information about **Inova's GDPR responsibilities and activities**. If you have any questions or concerns regarding GDPR, please let me know.

Best regards,



**Ludovic Lecomte**

Chief Information Security Officer at Inova Software

[ludovic.lecomte@inova-software.com](mailto:ludovic.lecomte@inova-software.com)



## Data Protection Officer & Assistance

I am the designated Data Protection Officer at Inova Software. One of my responsibilities is to ensure that we support our clients in their efforts to become and stay GDPR compliant. Don't hesitate to contact me if you need assistance.



## Privacy by Design / by Default

Privacy by Design and Privacy by Default are two key GDPR principles that require privacy to be built into processes and software from the very beginning. Inova is committed to upholding these principles. For example, we:

- ✓ Prioritize privacy concerns during software development
- ✓ Enable our clients to easily collect and record consent from their external contacts and partners
- ✓ Limit data collection to only what is necessary
- ✓ Retrieve, transfer or delete personal data when requested



## Transparency & Traceability

GDPR requires organizations to carefully document their compliance. To help you do this, Inova will:

- ✓ Work with you to define a contract specifying both your and our security & privacy obligations
- ✓ Provide you with all the information you need to demonstrate compliance and to perform audits
- ✓ Maintain a record of processes carried out on your behalf



## Data Security

Data security is a top priority at Inova. Some security measures and procedures currently in place include:

- ✓ A confidentiality agreement signed by all Inova employees
- ✓ A formal notification process in the event of a data breach
- ✓ Regular risk and impact assessments
- ✓ A reversibility clause included in all contracts detailing what becomes of client data once the contract ends