



TECHNICAL RESOURCE

GDPR Compliance

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Introduction

What is the General Data Protection Regulation (GDPR)?

The General Data Protection Regulation (GDPR) is a legal framework that sets guidelines for the collection and processing of personal information of individuals within the European Union (EU) and, by extension, the European Economic Area (EEA). The GDPR sets out the principles for data management and the rights of the individual.

How OpenEye Helps You Comply with the GDPR

At OpenEye, we have always been vigilant about data protection and security across our organization. Here's an overview of how we help customers in the EU and EEA comply with GDPR:

Risk Assessment

We perform company-wide information audits to identify and assess what personal information we hold, where it comes from, how and why it is processed, and to whom it is disclosed.

Policies & Procedures

We have implemented data protection policies and procedures consistent with the requirements and standards of the GDPR and other related data protection laws, including:

- **Data Protection** - We maintain strict policies and procedures for protecting data. We also conduct ongoing trainings to educate our employees about GDPR directives and the protection of individual privacy rights under this law.
- **Data Retention & Erasure** - We store your video data for periods that support your use of the services. We make features and functions available to assist you in meeting the principles of 'data minimization', 'storage limitation' and 'right to erasure'. When you delete data, we initiate our secure deletion process, and we apply the same process when your services end. Image data and deleted videos may be retained in archives for up to one (1) year. Some supporting data that enables core service features are kept only for limited periods before being removed.
- **Data Breaches** - Our breach procedures ensure that we have safeguards and measures in place to identify, assess, investigate, and report any personal data breach without undue delay.
- **International Data Transfers & Third-Party Disclosures** - OpenEye uses European Commission-approved "Standard Contractual Clauses" or "Model Clauses" and is also



certified under the EU-U.S. Data Privacy Framework, the UK Extension to the EU-U.S. Data Privacy Framework, and the Swiss-U.S. Data Privacy Framework (as described in our [Data Privacy Framework Notice](#)) for the transfer of Personal Information from the EEA, the UK or Switzerland to the United States.

- **Privacy Policy** - We maintain a [Privacy Policy](#) that outlines all the ways we collect, store, process and share data, and discuss data subjects rights under the GDPR.
- **Data Processing Addendum** - Where we use any third-party to process personal information on our behalf, we ensure we have valid Processor Agreements in place between them and OpenEye to ensure their data privacy and protection processes are as strict as our own.

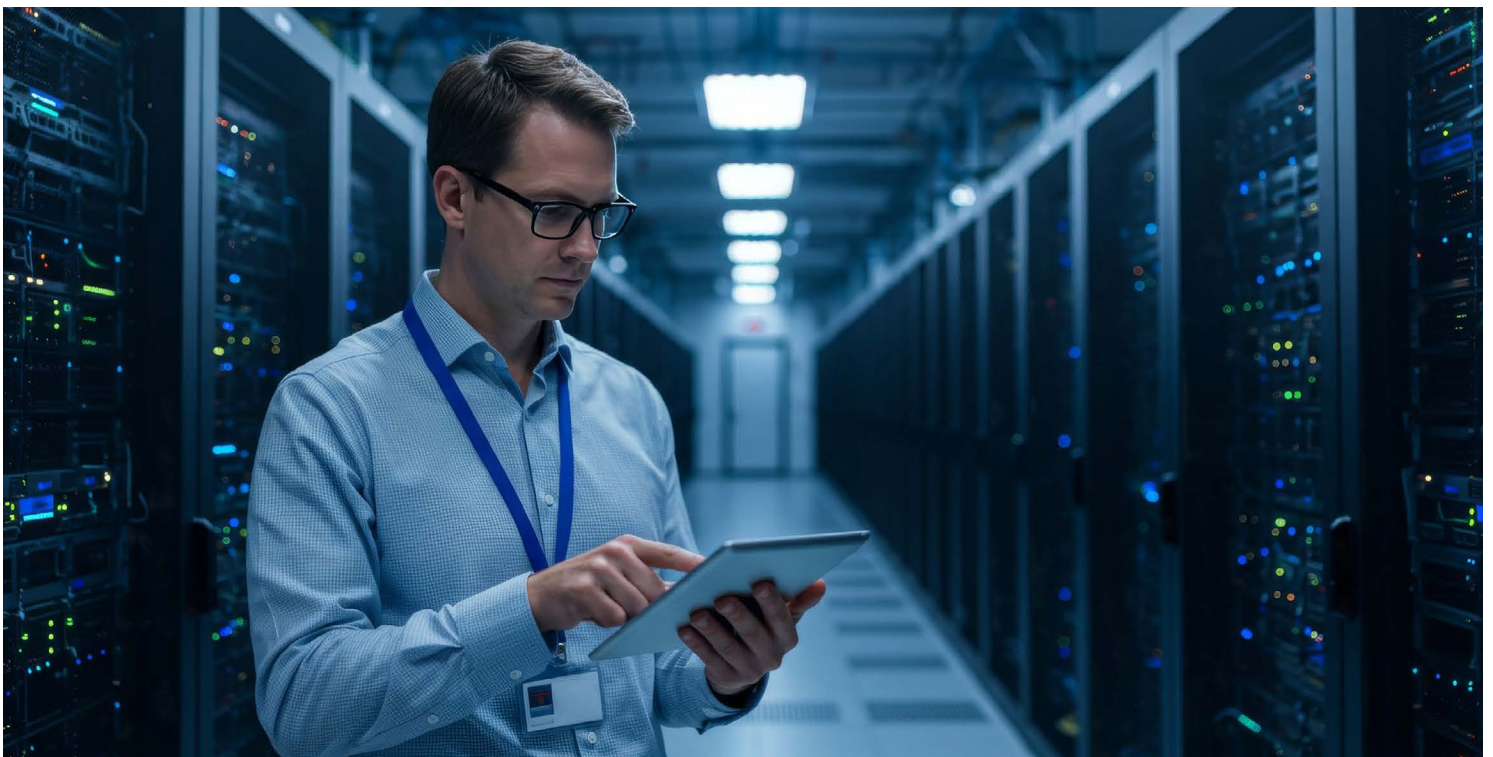
Data Subject Rights

Upon request, we reasonably assist with any requests that our channel partners receive from data subjects under the GDPR to the extent such information is available to us. Such a submit request for assistance may be sent to privacy@openeye.net.

Our Commitment

We are committed to ensuring the security and protection of the personal information that we process, and to provide a compliant and consistent approach to data protection.

OpenEye is dedicated to safeguarding the personal information under our remit. We have developed a data protection process that is designed to be effective and demonstrates an understanding of, and appreciation for the GDPR.





Information Security, Technical, and Organizational Measures for GDPR Compliance

OpenEye takes the privacy and security of individuals and their personal information very seriously. We take reasonable measures and precautions to protect and secure the personal data that we process, including encrypting video data both in transit and at rest when sent to or from the cloud. We have dedicated information security policies and procedures in place to protect personal information from unauthorized access, alteration, disclosure or destruction, and have several layers of security measures, including secure APIs, access controls, password policies, data encryption, secure IT practices, and restrictions on access of confidential data by unauthorized personnel.

OpenEye understands that continuous employee awareness and understanding is vital to your continued compliance with the GDPR regulations. We have already implemented an employee awareness program specific to GDPR regulations, and have updated our training protocol to ensure compliance with these regulations.



For more information, visit openeye.net or experience a demo at openeye.net/demo