Disclaimer

This presentation is a commentary on the GDPR, as Microsoft interprets it, as of the date of publication. We've spent a lot of time with GDPR and like to think we've been thoughtful about its intent and meaning. But the application of GDPR is highly fact-specific, and not all aspects and interpretations of GDPR are well-settled.

As a result, this presentation is provided for informational purposes only and should not be relied upon as legal advice or to determine how GDPR might apply to you and your organization. We encourage you to work with a legally qualified professional to discuss GDPR, how it applies specifically to your organization, and how best to ensure compliance.

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Published Ocotober 2017 © 2017 Microsoft. All rights reserved. Connective @Connect17 28 September 2017

Accelerate GDPR compliance with Microsoft Services

Jørgen Woortman Architect - Security & Identity Solutions Strategy

This presentation is intended to provide an overview of GDPR and is not a definitive statement of the law.

Microsoft

"Make no mistake, the GDPR sets a new and higher bar for privacy rights, for security, and for compliance.

And while your journey to GDPR may seem challenging, Microsoft is here to help all of our customers around the world."

> Brad Smith President & Chief Legal Officer Microsoft Corporation





"As the GDPR raises the privacy bar to a new level, I think cloud computing is going to help many organizations manage their data better and ultimately be more protective for an organization," Bellamy said. "If they work with the right trusted partners, it will go a long way towards satisfying their GDPR compliance."

- Bojana Bellamy, President of the Centre for Information Policy Leadership



"With less than one year to go around this regulation, we believe that the only reasonable path to achieve rapid readiness for compliance is to look for a solution that is going to promote sustainability, and automation, and certainly give you assurance it isn't a wasted tech investment. And for those reasons, EY believes the best way to do this is to look at your legacy systems that hold personal data and move them into a cloud, like Microsoft offers."

- Angela Saverice-Rohan, EY's Americas Privacy Leader



"We see that companies that are really embracing GDPR as a strategic business opportunity are accelerating are moving to the cloud in a more comprehensive way. They see an opportunity to create that business driver at the top of their technology decisions so that they are not only enhancing their compliance with GDPR, but actually enhancing their ability to provide a better customer experience today and in the future."

- Valerie Abend, Accenture's Global Lead for Cyber Regulation

Providing clarity and consistency for the protection of personal data

The General Data Protection Regulation (GDPR) imposes new rules on organizations that offer goods and services to people in the European Union (EU), or that collect and analyze data tied to EU residents, no matter where they are located. **Enhanced** personal privacy rights

Increased duty for protecting data

Mandatory breach reporting

Significant penalties for non-compliance

Microsoft believes the GDPR is an important step forward for clarifying and enabling individual privacy rights

What are the key changes to address the GDPR?

Personal privacy

C

Individuals have the right to:

- Access their personal data
- Correct errors in their personal data
- Erase their personal data
- Object to processing of their personal data
- Export personal data

Controls and notifications

Organizations will need to:

- Protect personal data using appropriate security
- Notify authorities of personal data breaches
- Obtain appropriate consents for processing data
- Keep records detailing data processing

800

Transparent policies

Organizations are required to:

- Provide clear notice of data collection
- Outline processing purposes and use cases
- Define data retention and deletion policies

IT and training

Organizations will need to:

- Train privacy personnel & employee
- Audit and update data policies
- Employ a Data Protection Officer (if required)
- Create & manage compliant vendor contracts

What does this mean for my data?

Stricter control on where personal data is stored and how it is used



Better data governance tools for better transparency, recordkeeping and reporting

Our commitment to you

To simplify your path to compliance, we are committing to GDPR compliance across our cloud services when enforcement begins on May 25, 2018.

We will share our experience in complying with complex regulations such as the GDPR.

Together with our partners, we are prepared to help you meet your policy, people, process, and technology goals on your journey to GDPR.





We will stand behind you with contractual commitments for our cloud services that:

- Meet stringent security requirements
- Support customers in managing data subject requests
- Provide documentation that enables customers to demonstrate compliance for all the other requirements of the GDPR applicable to processors and more

Microsoft was the first major cloud services provider to make these commitments to its customers. Our goal is to simplify compliance for our customers with both the GDPR and other major regulations.

The GDPR commitments are now available in the Online Services Terms (OST) at <u>www.microsoft.com/licensing</u>

Preparing for the GDPR







Simplify your privacy journey

Elevate your privacy practices with our cloud

Uncover risk & take action

Use our solutions to expose areas of risk and respond with agility and confidence

Leverage guidance from experts

Use our partner network to help you meet your privacy, security, and compliance goals

Centralize, Protect, Comply - with the Cloud

Process all in one place

Centralize processing in a single system, simplifying data management, governance, classification, and oversight.

Maximize your protections

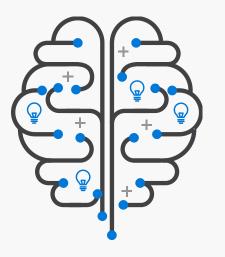
Protect data with industry leading encryption and security technology that's in most cases up-to-date and assessed by experts.

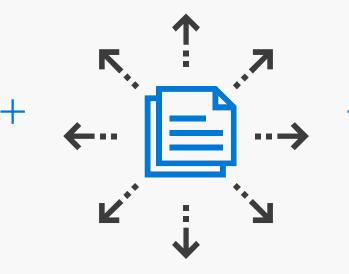
Streamline your compliance

Utilize services that already comply with complex, internationallyrecognized standards to more easily meet new requirements, such as facilitating the requests of data subjects.











Learn from our experience

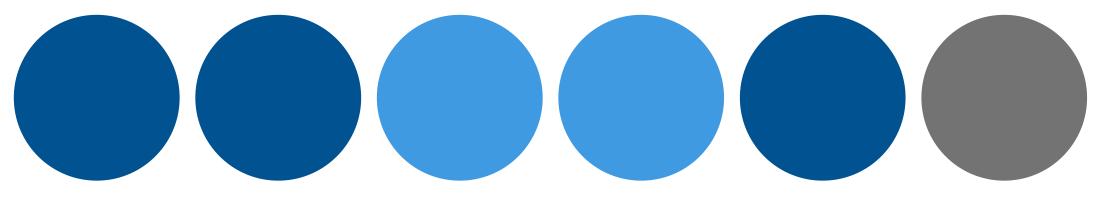
Leverage our GDPR preparation resources

Engage our global partner ecosystem



The bigger picture: Driving the EU digital single market

Secure digital environment helps building trust, enables digital transformation and increases prosperity in the EU and globally:



Approved Applied from 25.5.2018 onwards

All organizations

Approved National implementation by 9 May 2018

Critical sectors

COM proposal January 2017

All organizations

COM guidelines January 2017

Approved National implementation by

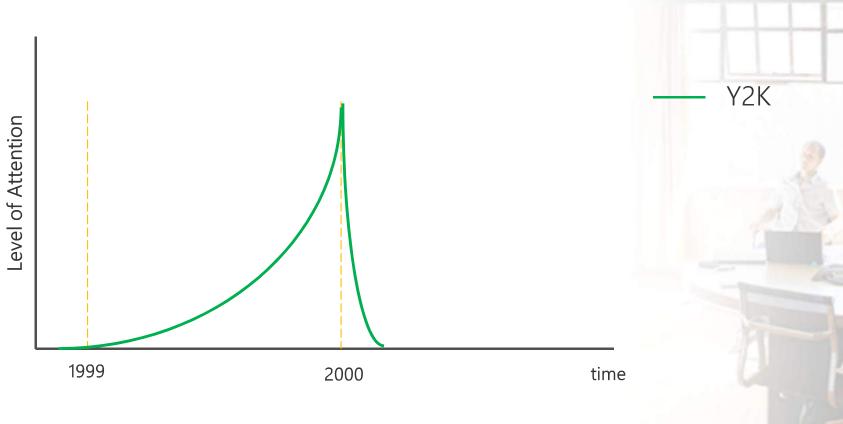
23 September 2018

Public sector organizations

All organizations

GDPR & Year 2000

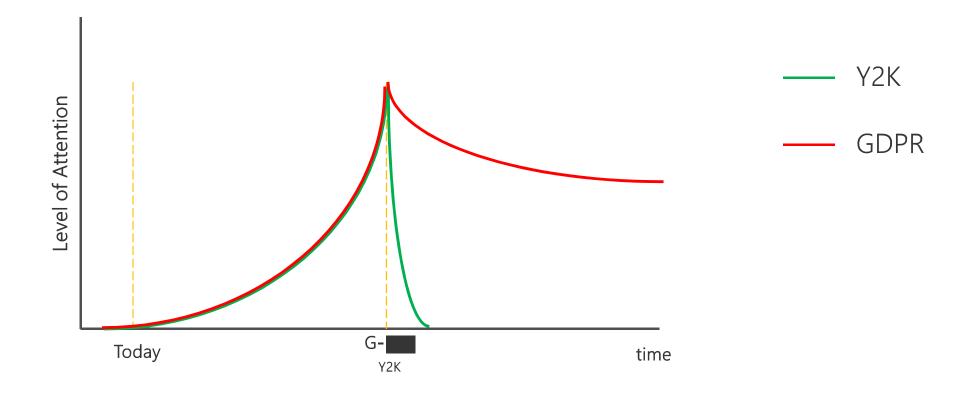
"Year 2000" - once upon a time... 17 years ago...





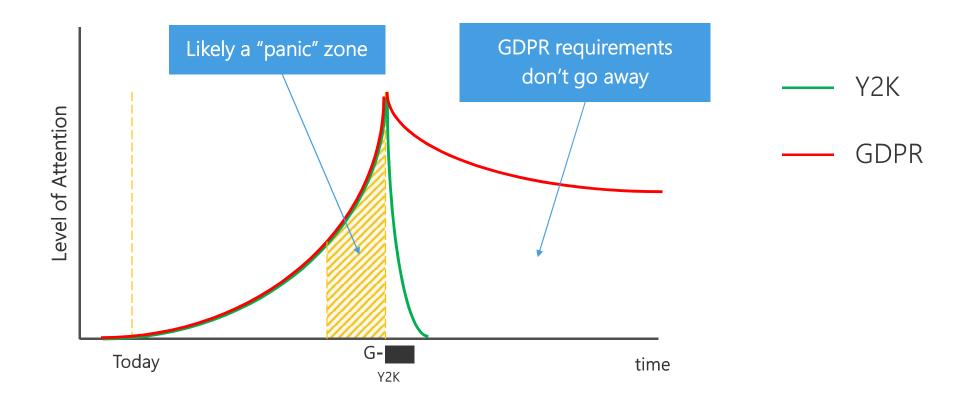
GDPR & Year 2000 – similar, not identical

GDPR - 26 million EU organizations impacted



GDPR & Year 2000 – similar, not identical

26 million EU organizations effected



GDPR affects your organization

GDPR places a strong emphasis on risk management and security, focusing on processes, procedures, people, and technology.

The changes you make to your business processes and information technologies may happen in parallel, or be sequentially dependent.

You may engage legal and organization advisory firms to assist with identifying where you have gaps in processes or people.





5 core GDPR rules that require your attention now

with Microsoft's recommendations:

| Global Mandate | A large number of firms that do business in the Europe market or with European customers will have to tackle privacy rules for the first time. Microsoft Cloud services and your GDPR-related services can be critical to compliance. |
|-----------------------------|---|
| Data Breach Notification | With 72-hour data breach notification, partners can utilize Microsoft Cloud services to become an incident response (IR) orchestrator through managed services or professional services. |
| Privacy-by-design | Partners can work closely with security leaders to provide GDPR assessments and determine how Microsoft Cloud services and partner services can enable customers to meet privacy-by-design requirements. |
| Data Privacy Officer (DPO) | At least 75,000 DPOs will be required by 2018 WW2. Partners can consider providing DPO as a service to customers. |
| Evidence of risk mitigation | Per GDPR policy, organizations must demonstrate that they have implemented appropriate measures to mitigate privacy risks. Partners and customers can use Microsoft Cloud services to build evidence of mitigation strategies and controls. |

Preparing for GDPR compliance

Questions for leading your preparation:

Do you know **WHERE** your data resides and who has **ACCESS** to that data?

Do you **CONTROL** who has access to your data and how it is **USED** based on risk assessment in **REAL-TIME**?

Can you **CLASSIFY**, **PROTECT** and apply **POLICY-driven** actions to your data, on devices, between apps, in any location, at rest and in transit?

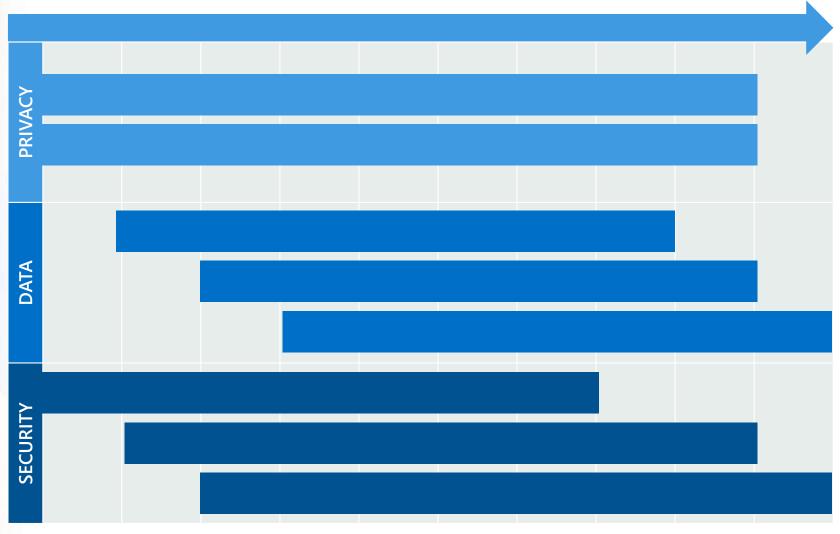
Can you automatically **DETECT** a data or identity breach? Are you able to **RESPOND** adequately to a breach?

Do you continuously **REVIEW** and **UPDATE** your data protection **POLICIES** and **PRACTICES**?



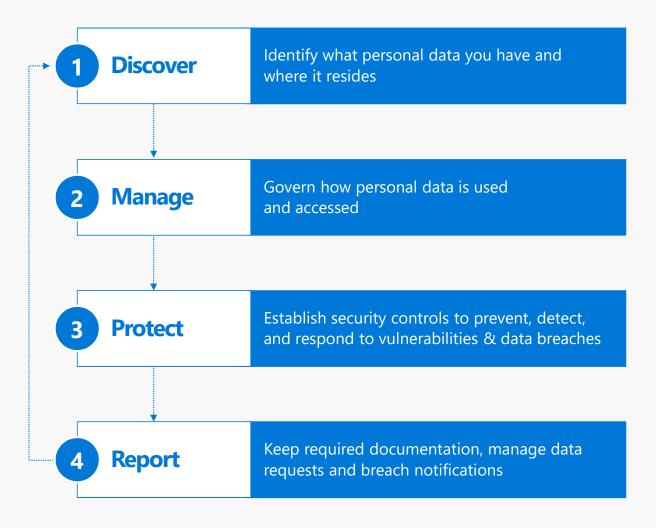
Start your GDPR journey now!







How do I get started?





1 Discover:

Identify what personal data you have and where it resides

In-scope:

Any data that helps you identify a person

- Name
- Email address
- Social media posts
- Physical, physiological, or genetic information
- Medical information
- Location
- Bank details
- IP address
- Cookies
- Cultural identity

Inventory:

Identifying where personal data is collected and stored

- Emails
- Documents
- Databases
- Removable media
- Metadata
- Log files
- Backups

Example solutions

Microsoft Azure Microsoft Azure Data Catalog

Enterprise Mobility + Security (EMS) Microsoft Cloud App Security

Dynamics 365 Audit Data & User Activity Reporting & Analytics

Office & Office 365

Data Loss Prevention Advanced Data Governance Office 365 eDiscovery

SQL Server and Azure SQL Database SQL Query Language

Windows & Windows Server Windows Search

2 Manage:

Govern how personal data is used and accessed within your organization

Data governance:

Defining policies, roles and responsibilities for the management and use of personal data

- At rest
- In process
- In transit
- Storing
- Recovery
- Archiving
- Retaining
- Disposal

Data classification:

Organizing and labeling data to ensure proper handling

- Types
- Sensitivity
- Context / use
- Ownership
- Custodians
- Administrators
- Users

Example solutions

Microsoft Azure

Azure Active Directory Azure Information Protection Azure Role-Based Access Control (RBAC)

Enterprise Mobility + Security (EMS) Azure Information Protection

Dynamics 365 Security Concepts

Office & Office 365 Advanced Data Governance Journaling (Exchange Online)

Windows & Windows Server Microsoft Data Classification Toolkit

3 Protect:

Establish security controls to prevent, detect, and respond to vulnerabilities and data breaches

Preventing data attacks:

Protecting your data

- Physical datacenter
 protection
- Network security
- Storage security
- Compute security
- Identity management
- Access control
- Encryption
- Risk mitigation

Detecting & responding to breaches:

Monitoring for and detecting system intrusions

- System monitoring
- Breach identification
- Calculating impact
- Planned response
- Disaster recovery
- Notifying DPA & customers

Example solutions

Microsoft Azure

Azure Key Vault Azure Security Center Azure Storage Services Encryption

Enterprise Mobility + Security (EMS)

Azure Active Directory Premium Microsoft Intune

Office & Office 365

Advanced Threat Protection Threat Intelligence

SQL Server and Azure SQL Database

Transparent data encryption Always Encrypted

Windows & Windows Server

Windows Defender Advanced Threat Protection Windows Hello Device Guard

4 Report:

Keep required documentation, manage data requests and breach notifications

Record-keeping:

Enterprises will need to record the:

- Purposes of processing
- Classifications of personal data
- Third-parties with access to the data
- Organizational and technical security measures
- Data retention times

Reporting tools:

Implement reporting capabilities

- Cloud services (processor) documentation
- Audit logs
- Breach notifications
- Handling Data Subject Requests
- Governance reporting
- Compliance reviews

Example solutions

Microsoft Trust Center Service Trust Portal

Microsoft Azure

Azure Auditing & Logging Azure Data Lake Azure Monitor

Enterprise Mobility + Security (EMS) Azure Information Protection

Dynamics 365 Reporting & Analytics

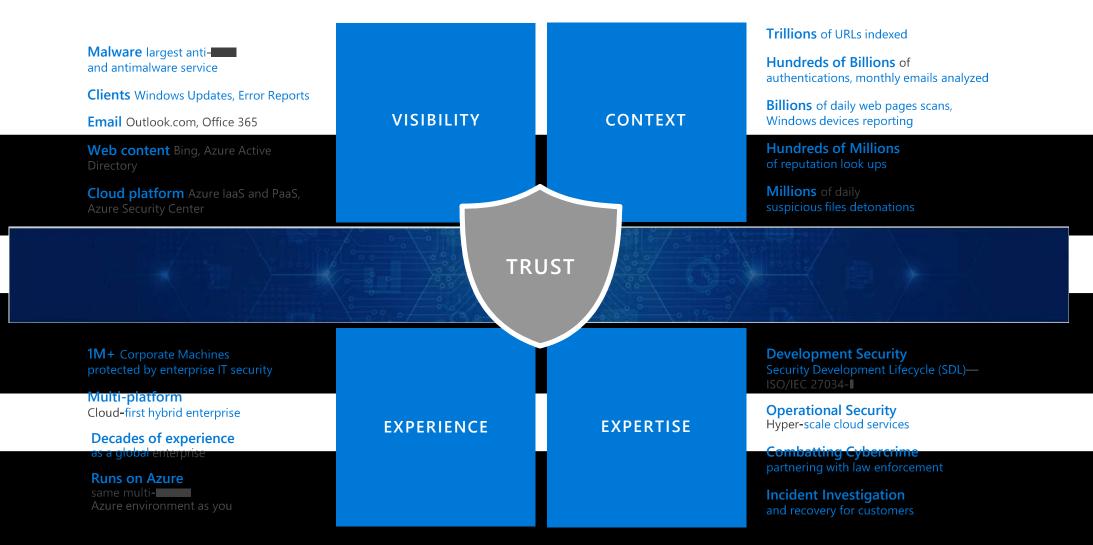
Office & Office 365 Service Assurance

Office 365 Audit Logs Customer Lockbox

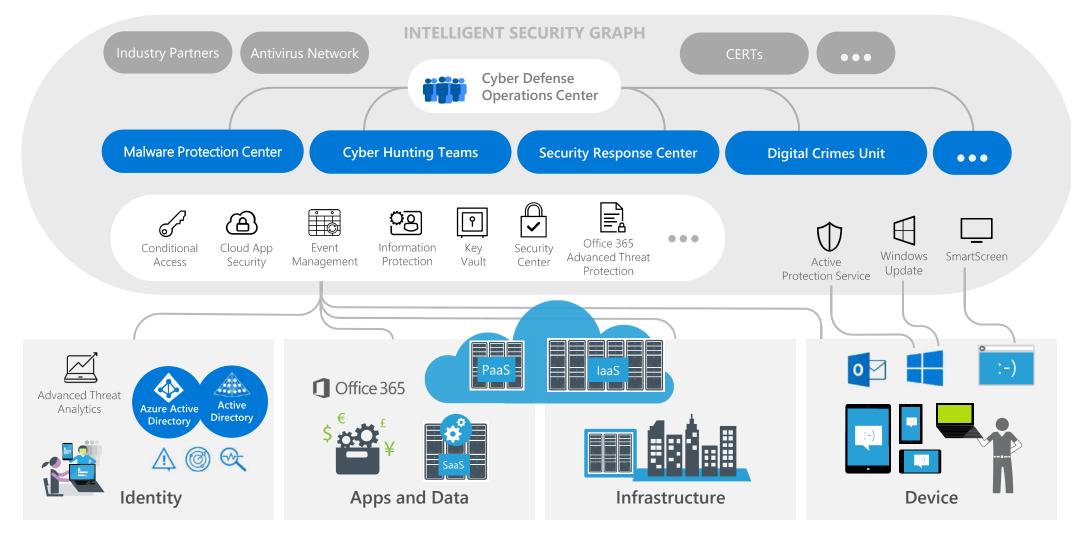
Windows & Windows Server Windows Defender Advanced Threat Protection



Our industry leading capabilities



Microsoft protecting you



How we can work with Advisory Firms and Partners

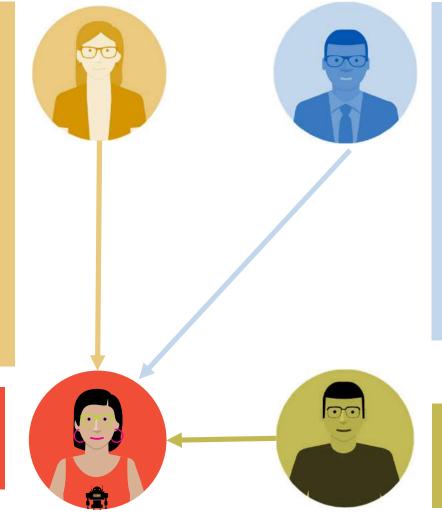
Advisory Firm

Assist customers with their GDPR compliance programs, including:

- GDPR readiness and risk assessment
- Legal support and advice for compliance with the regulation
- Privacy impact assessment for a specific project, system, or set of processing operations
- Review Data Privacy Management Framework and governance structure, including appointment of a Data Protection Officer (DPO)
- Review privacy practices, procedures and systems in relation to GDPR
- Organizational training and awareness campaigns

Customer

Accountable and **Responsible** for the overall GDPR Program and **compliance**.



Microsoft Services

Assist customers with the implementation of foundational capabilities that support GDPR compliance, including:

- Data discover/inventory and analysis tools
- Data classification system
- Integrated search functionality across multiple data sources
- Data loss prevention tools
- Data masking and pseudonymizing techniques
- Data breach prevention mechanisms focusing on high-risk systems
- Data breach detection mechanisms and response planning

Microsoft Partner & System Integrator

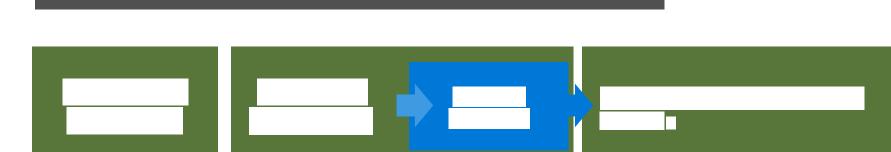
Assist with technical implementation of capabilities.

Building a Foundation With Microsoft Services



GDPR requires a **Secure Productive Enterprise** and an **holistic approach to security and data** management





Envisioning Workshop (~1 day)

Agenda:

- GDPR awareness
- Microsoft's commitments to GDPR and our approach
- Assess your current GDPR readiness maturity
- What can we do to help
- Advisory firm partnership model

Key Outcomes:

- Position Discovery & Planning engagement
- In-scope systems

Discovery and Planning (2 weeks) Agenda:

- Data Discovery
- Data Protection
- Breach Management
- Consent Management
- Data Subject Rights

Key Outcomes:

- Identify systems and infrastructure in scope of GDPR and gaps in current capabilities
- Strategic roadmap of technical capabilities that help improve security posture, and assist with GDPR readiness



Data Discovery Offering

This presentation is intended to provide an overview of GDPR and is not a definitive statement of the law.

Data Discovery Offering Overview

Global enterprises are mandated to comply with new EU regulations and non compliance will result in fines equaling 2-4% of global revenues. Most enterprises are using this requirement to establish systematic IT Asset Management Service and reporting capabilities.

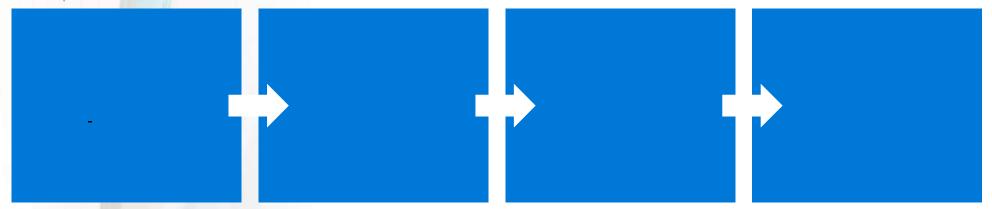
Objectives of the engagement:

Drive a centralized data store to host the asset data from various sources. Drive data consistency and data quality. Drive centralized reporting capability to provide insights for Legal, Business and Technical Decision Makers.

Benefits & outcomes

Solution built on Azure – laaS or PaaS with Power BI for data visualization needs. Drive focused workshop and quick proof of value. Assist the customer to meet their regulatory compliance needs.

Components



Data Discovery Solution Approach

| Reporting & Wo | rkflow Solution | Additional Capability Work-streams* |
|--|---|---|
| workshopsBusiness rules to vIdentify data sources –and action on theCustomer data and/or Assetcompliance rules | Activities: Identify and implement the | Data Inventory, Classification & Rationalization and Lineage tracking |
| | Identify data sources –and action on theCustomer data and/or Assetand action on theCustomer data and/or AssetImplement MachineLearning model to predictthe compliance andWodel datavulnerabilitiesBuild Visualization SolutionvulnerabilitiesWith Power BI reports usingCreate reporting based onthe KPI's important to thevulnerabilitiescustomer for limitedCreate reporting based onpersonasthe compliance andDeliverables:Implement additional dataConfigured AzureImplement bots to track theenvironmentcompliance based on theWorking Power BIcompliance based on theDashboards/reportsnolesIntegrated data in AzureDeliverables:environmentMachine Learning modelsBusiness rules managementBusiness workflow | Data Auditing & Data Encryption |
| Model data Build Visualization Solution with Power BI reports using the KBI's important to the | | Data Access Control |
| customer for limited personas | | Data Pseudonymizing |
| Deliverables: Configured Azure environment Working Power Bl | | Data Retention |
| Dashboards/reports Integrated data in Azure environment | | Data Subject Rights & Consent Management |
| Timeline: 8 weeks - timeboxed | | Other Data Protection/Breach Management/Data Transfer requirements |
| Bots Timeline: Variable | Bots Timeline: | Each work stream can be executed in parallel with Pilot or Phase 1; consists of targeted needs assessment and a POC with key reporting to track capability performance |

Program Management /Change Management/Dependencies/Solution Integration/Process Improvements/Ongoing Improvements & Verification/Documentation



Security & Identity Program

This presentation is intended to provide an overview of GDPR and is not a definitive statement of the law.



Secure Modern Enterprise

Modernize your Security and Identity capabilities to provide the core platform that will help **accelerate** your privacy Program.

Enterprise Services for Building a Secure Modern Enterprise

Critical Attack Defenses

| Active Directory | Privileged Access | Restrict Lateral | Hunt for Persistent | Advanced Threat |
|--|---|--------------------------------------|---|---|
| Security | W/station | Movement | Adversary | Analytics |
| Offline Assessment for Active Directory Security Enhanced Secure Administrative Environment | Privileged Access Workstation | Securing Lateral Account Movement | Persistent Adversary Detection Services Enterprise Threat Detection Incident Response Tactical Recovery | Advanced Threat Analytics Implementation Services |

Business Enablement through Modern Identity

| Modernize Active Directory | Implement Identity Management | Enable Cloud & Mobile Identity |
|---|--|--|
| Design and Implementation for Active Directory Enterprise Modernization – AD Upgrade Active Directory Migration Service | Dynamic Identity Framework Assessment Microsoft Identity Management Foundation Public Key Infrastructure using AD Certificate Services | Azure Active Directory Implementation, ADFS, and B2C Services Windows 10 Enterprise Security Briefing & Implementation Services Information Protection using Azure Rights Management Service |

Professional Services Integration, Planning, and Oversight

Enable

Beyond the foundation - GDPR Program Leverage guidance from Microsoft Services and Partners



GDPR Program

Envision, Plan \rightarrow Discover, Manage, Protect, Report

• Microsoft Services will work with you and your Advisory Partner to:

- Establish gap analysis based on data/security inventories
- Define projects and work streams to fulfill your GDPR Program

Call to Action

- 1. Assess where you are on your GDPR journey https://www.gdprbenchmark.com
- 2. Reach out to your Microsoft Account Representative and request an GDPR Envisioning Workshop

Microsoft

43

3. Learn more at https://microsoft.com/GDPR

What's next?



Where are you on the road to GDPR compliance?

How can Microsoft and Partner Network help you with your next steps in your GDPR journey?

- □ Identify your leadership and legal stakeholders.
- Engage with Microsoft in the Envisioning Workshop.
- Engage your Advisory Partner for compliance guidance

Build the foundation.

Execute on the GDPR Program.

Resources for GDPR compliance

A comprehensive list of resources to help you get up to speed and get started (whitepapers, webcasts, tools, etc.)

GDPR Assessment

A quick, online self-evaluation tool available at no cost to help your organization review its overall level of readiness to comply with the GDPR.

GDPR Detailed Assessment

A detailed set of questions and recommendations designed to help partners assess the customer's maturity of their people, processes, and technology, relevant to the GDPR.

GDPR Demos

Demonstration of how Microsoft products and services may help with GDPR readiness.

http://Microsoft.com/GDPR

More GDPR resources

GDPR webpage on the Microsoft Trust Center

Customer whitepaper: Beginning your GDPR journey

Video of Brendon Lynch Sharing his Perspective on the GDPR

Microsoft FAQ on the GDPR

Blog Post: Earning your trust with contractual commitments to the General Data Protection Regulation

Blog Post: Get GDPR compliant with the Microsoft cloud



Other resources

Protect & Control your key info assets thru Information Classification: <u>http://aka.ms/classify</u> (download) or <u>http://aka.ms/ippapers</u> (Sway format)

Online Data Classification Wizard: https://www.microsoft.com/security/data/

National Institute of Standards and Technology (NIST) Cybersecurity Framework - Tools & References from Microsoft: http://aka.ms/nist-microsoft

Enterprise Mobility + Security Video: https://youtube.com/watch?v=avv6cgY54el

Audit and GRC assessment reports for Microsoft Cloud Services: https://aka.ms/ComplianceReportsCloud

Shared Responsibilities for Cloud Computing: https://aka.ms/shared-responsibility

"Cloud for Global Good" (eBook): https://news.microsoft.com/cloudforgood/





GDPR COMPLIANCE WILL REQUIRE A SECURE PRODUCTIVE ENTERPRISE



Our mission is to empower every person and every organization on the planet to achieve more.

Satya Nadella

Empower your employees by creating a secure productive enterprise



Trust

Protect your organization, data and people



Collaboration

Create a productive workplace to embrace diverse workstyles



Mobility

Enable your people to get things done anywhere



Intelligence

Provide insights to drive faster, better business decisions

Trust

Protect your organization, data and people

Integrated intelligent security

Transparency and control

Privacy by design Compliance leadership IIIIIII

Collaboration

Create a productive workplace to embrace diverse workstyles

Email and schedule

Create, share, and find

Call and meet

Connect and engage

Mobility

Enable your people to get things done anywhere

Work from anywhere

Access from any device

Manage and secure identity

Always up to date

Intelligence

Provide insights to drive faster, better business decisions

Analytics for everyone

f. Loss

Discover relevant content and people

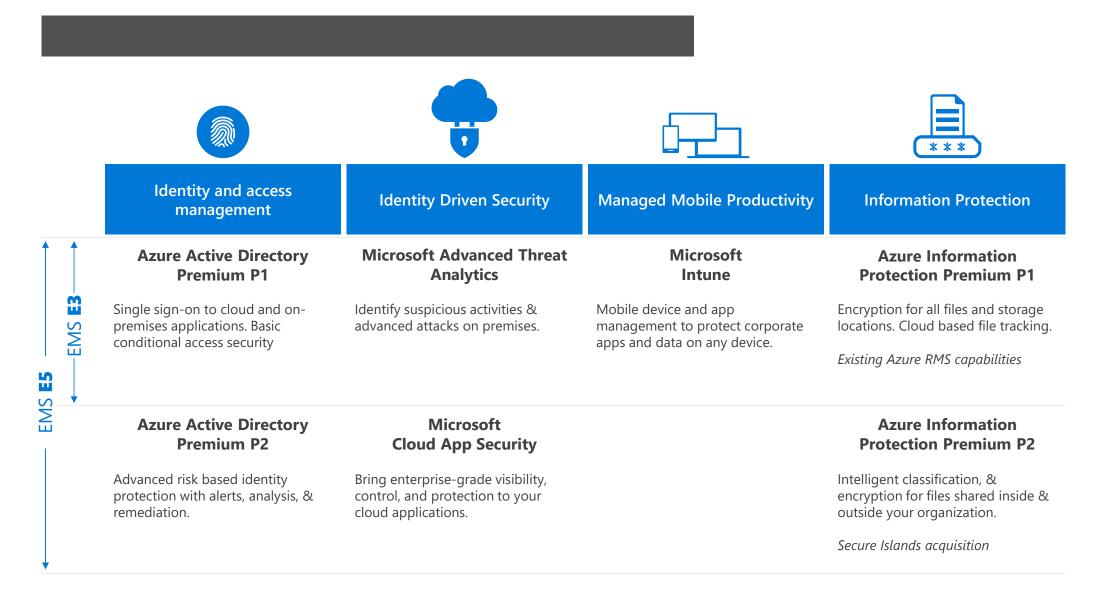
Improve personal effectiveness

Works for you

GDPR + Office Product Mapping

Office 365 is a highly secure, comprehensive cloud-based productivity platform. Office 365 enables you to keep your enterprises' users and data protected both in transit and at rest. When you entrust your data to Office 365, you remain the sole owner: you retain the rights, title, and interest in the data. Company Officers can use the rich collaboration and BI tools of Office 365 to maintain their policies, automate workflows & track responsibilities related to GDPR and other business requirements.

| Discover Right to Erasure Right to Data Portability | Manage Documentation Privacy by Design | Protect Data Security Data Transfer | Report Documentation Breach Response and Notification |
|--|---|---|---|
| | Security & Complian A one-stop portal for protecting your data in Office 365. Grant per | | |
| | Data Loss Preve Unified policies covering client end-point | | |
| | Advanced Data Gov Classify, preserve and/or purge data based on automati | | |
| Content search run very large searches across mailboxes, public folders, Office 365 Groups, Microsoft Teams, SharePoint Online sites, One Drive for Business locations, and Skype for Business conversations | Data Governance archive and preserve content in Exchange Online mailboxes, SharePoint Online sites, and OneDrive for Business locations, and import data into your Office 365 organization. | Threat Management helps you control and manage mobile device access to your organization's data, help protect your organization from data loss, and help protect inbound and outbound messages from malicious software and spam | Audit Logs record and search desired user and admin activity across your organization |
| eDiscovery use cases to manage access, place a hold on content locations relevant to the case, associate multiple Content Searches with the case, and export search results | Information Rights Management prevent sensitive information from being printed, forwarded, saved, edited, or copied by unauthorized people | Advanced Threat Protection provides security functions that protect user environments that contain consumer data including Safe Attachments & Safe Links | Service Assurance deep insights for conducting risk assessments with details on Microsoft Compliance reports and transparent status of audited controls. |
| Advanced eDiscovery* significantly reduce cost and effort to identify relevant documents & data relationships by using machine learning to train the system to intelligently explore large datasets | | Threat Intelligence analyze and understand their local threat environment, including malware detected, targeted users, and links to global security stats | Customer Lockbox control how a Microsoft support engineer accesses your data during a help session |
| | | Advanced Security Management gain enhanced visibility and granular security controls and policies including the ability to suspend user accounts, revoking access to personal data | |
| | | Secure Score insights into your security position and what features are available to reduce risk while balancing productivity and security | |



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simplicity of MDM

Private Catalog

employee self-service

Cortana Management

Windows Store for Business,

Create a curated store experience for

Application Virtualization (App-V)

Simplify app delivery and management

Create, personalize, and manage Cortana profiles through Azure Active Directory

| The most trusted platform | More productive | More personal |
|--|---|-------------------------------------|
| Enterprise Data Protection | Azure Active Directory Join | User Experience Virtualizati |
| Prevent accidental leaks by separating | Streamline IT process by harnessing the | OS and app settings synchror |
| personal and business data | power of the cloud | Windows instances |
| Windows Hello for Business | MDM enablement | Granular UX Control |
| Enterprise grade biometric and | Manage all of your devices with the | Enterprise control over user e |

Windows Hello f Enterprise grade biometric and companion device login

Credential Guard Protects user access tokens in a

hardware-isolated container

AppLocker

Block unwanted and inappropriate apps from running

Device Guard Device locked down to only run fully trusted apps

Advanced Threat Protection

Behavior-based, attack detection Built-in threat intelligence Forensic investigation and mitigation Built into Windows

tion (UX-V) onized across

Enterprise control over user experience

The most versatile devices

Windows 10 for Industry Devices Turn any inexpensive, off-the-shelf device, into an embedded, handheld, or kiosk experience

£

10

Windows

GDPR COMPLIANCE WILL REQUIRE A HOLISTIC APPROACH TO SECURITY

Microsoft Secure

Ensuring security to enable your digital transformation through a comprehensive platform, unique intelligence, and broad partnerships

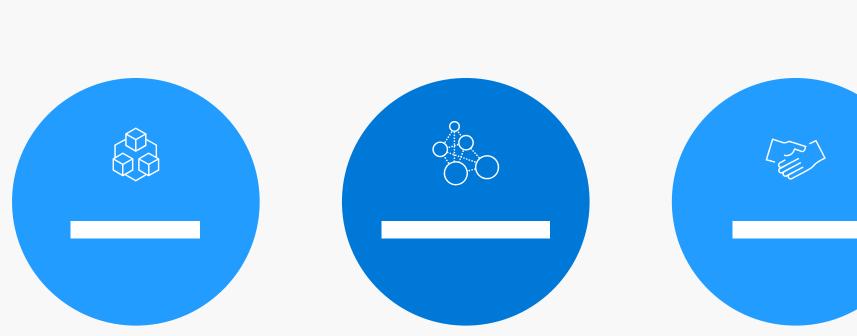


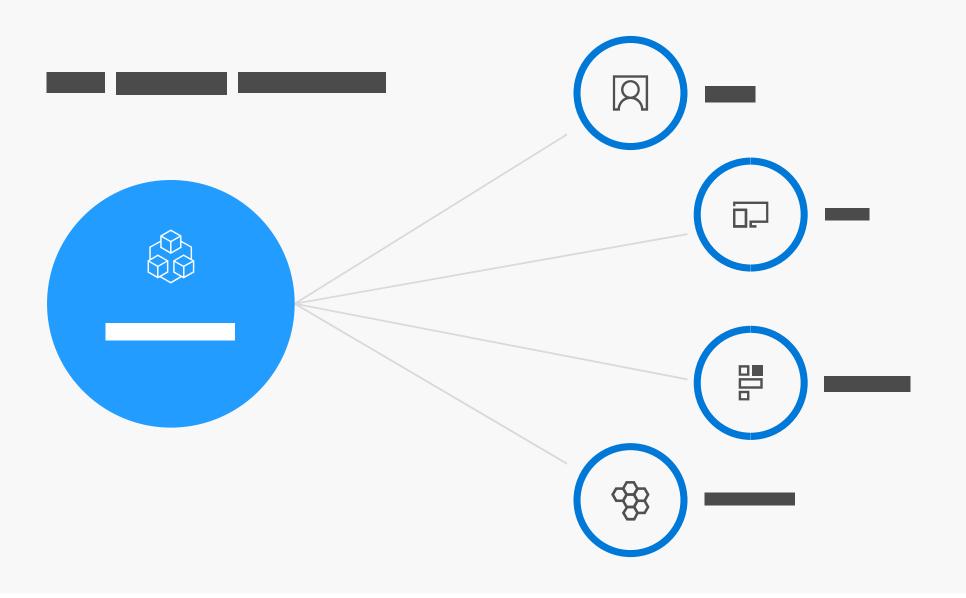


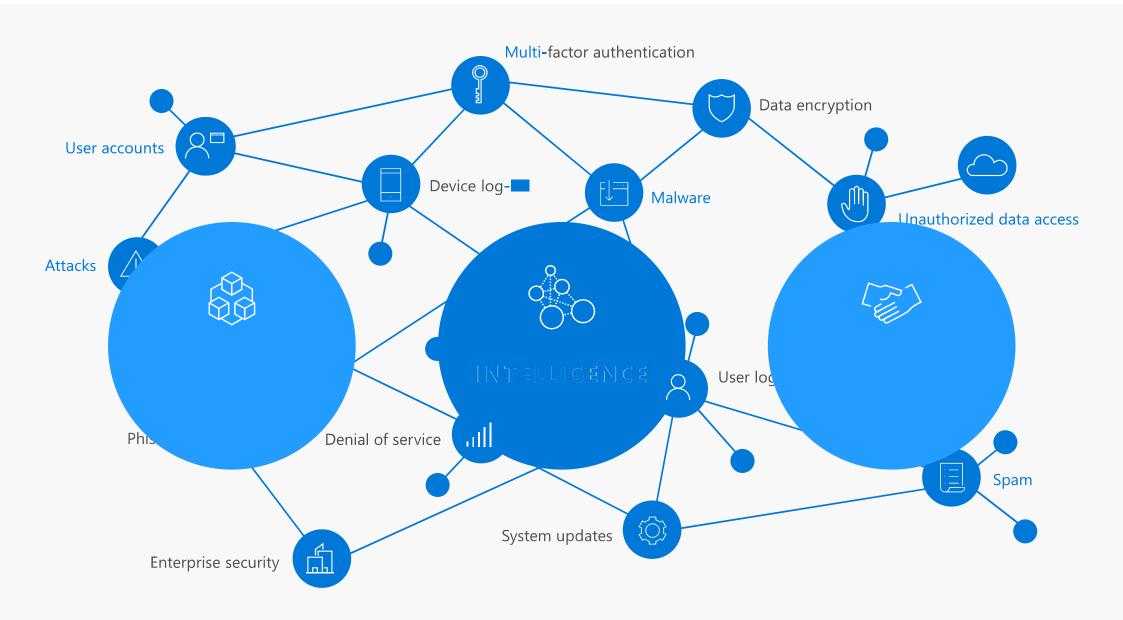


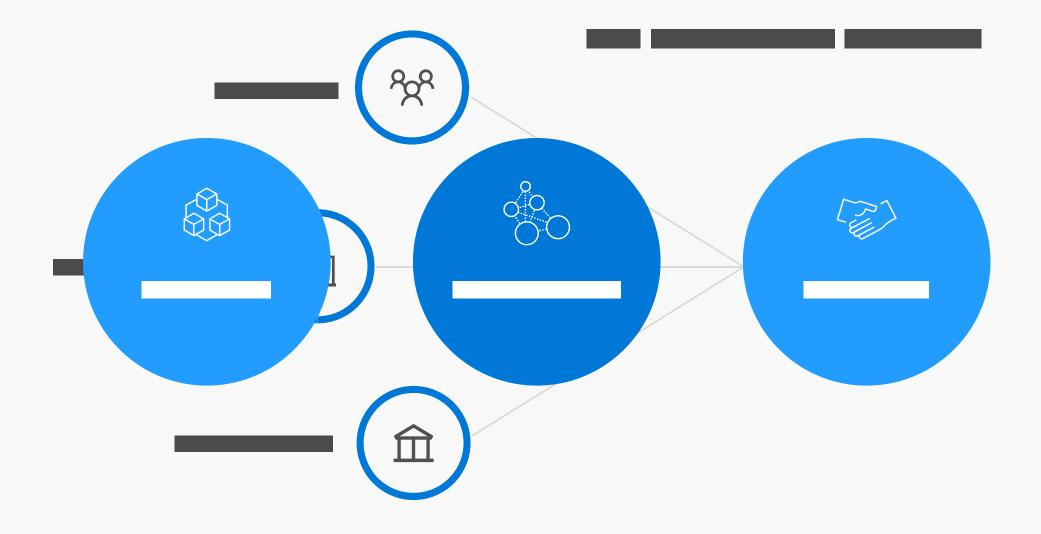
TURBULENT TIMES

2 Billion records compromised in the last year
140+ DAYS between infiltration and detection
\$15 MILLION of cost/business impact per breach









Microsoft Secure

Ensuring security to enable your digital transformation through a comprehensive platform, unique intelligence, and broad partnerships



