KIX **PRO** ADD-ON FEATURE ANONYMIZATION

THE SIMPLE AND RELIABLE WAY TO PROTECT DATA

When the European General Data Protection Regulation (GDPR) entered into force, it standardized the regulations governing data protection in the EU. These data protection rules apply primarily to personal data. This data includes information that can refer to a natural person, such as names and addresses. However, IP addresses can also be used to establish an indirect reference.

One way to avoid this is to anonymize the data. However, if companies choose this option they will need to ensure that
the information cannot be restored, i.e. it must not be possible to re-identify anyone. When it comes to service management, this affects aspects such as the anonymization of ticket data, set against the need to still be able to use the description of the reported cases for internal analyses or knowledge management purposes, for example.

You can use the add-on feature to reliably anonymize data in KIX Pro using an automated process. Various settings are available so that you can choose the exact timing and the scope to suit your needs.

Service orders before anonymization.

Service orders after anonymization.

THE BENEFITS TO YOU

› The GDPR regulations are complied with using a simple, automated process.
› Extensive configuration parameters are provided to tailor the anonymization to your specific circumstances.
› The anonymization runs in the background – you can conveniently set when and how to run the process.

In a nutshell: It's the perfect solution to help you comply with the regulatory framework.

FEATURES

› You can anonymize the data of both your Service employees and your customers. This also includes anonymizing defined data from the history.
› The add-on feature makes it simple to manage the settings (for example, the settings for tickets that are older than 6 months and have been set to „closed").
› Extensive configuration options are provided, meaning the anonymization can also be used for compliance with additional, internal data protection rules.
› Once the automated mechanism has anonymized the contact person, these tickets are no longer shown in the Self Service Portal.
› It is not possible to re-identify individuals.