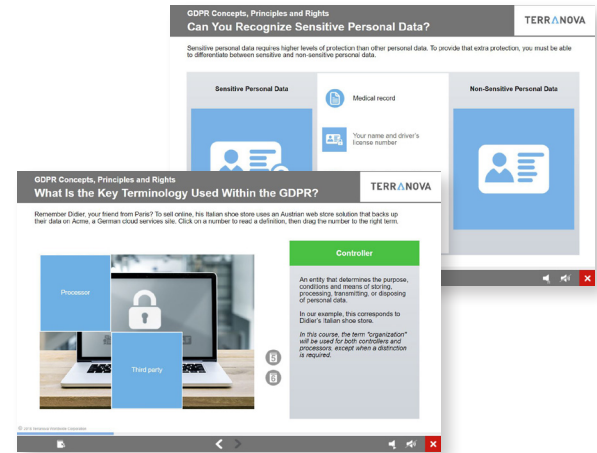


## PRIVACY AWARENESS

# GENERAL DATA PROTECTION REGULATION (GDPR)

The General Data Protection Regulation (GDPR) that has taken effect on May 25<sup>th</sup>, 2018, requires that your employees be trained and knowledgeable (articles 39, 47). This regulation applies to all organizations that process the personal data of data subjects residing in the European Union (EU), regardless of the organization's geographical location. It also applies to the processing of anyone's personal data when the processing is performed in the EU. The GDPR aims to harmonize privacy laws across the EU, strengthening the protection of personal information and protect individuals from privacy breaches.



## PROTECTING DATA IS PROTECTING PEOPLE

Terranova has created a complete solution to help your organization successfully comply to the GDPR. Specifically tailored for end users, this solution will help you plan, educate, and reinforce learning to maximize retention and behavior change.

## TRAINING MODULES

Our interactive solution centers around the learning progress of each employee, ensuring that each one is equipped with core knowledge, mindset, and best practices to embody the role of "privacy champion".

We offer a variety of modules that reflect the roles and responsibilities of key groups.

### GDPR Key Concepts, Principles, and Rights

The target audience is most employees in an organization but more specifically:

- Those who create, read, update, delete or process the personal data of EU data subjects.
- Those that process personal data, regardless of country of residence of the data subjects, where that processing occurs within the EU.

### GDPR for Managers

The target audience includes managers, leaders, and decision makers who need to understand how the GDPR applies to their work in order to ensure that any policies, procedures or other documents within their departments are in compliance.

# TRAINING MODULES (CONTINUED)

## GDPR for Human Resources Employees

The target audience includes anyone who works in Human Resources and who collects, processes, transfers or deletes personnel files – especially those in any of the following functions:

- Staffing and Manpower Forecasting
- Compensation and Benefits
- Development and Staff Training
- Health and Safety
- Employee and Labor Relations
- Compliance

## GDPR for Call Center Agents

The target audience includes anyone working in call centers who has access to personal data, especially the following functions:

- Telemarketing
- Customer Service
- eCommerce Sales Associates
- Repair Service

## GDPR for IT Development

The target audience includes IT development, IT operations, and IT Security – especially the following functions with access to personal data storage, processing or transmission:

- Those involved in any phase of the Software Development Life Cycle (SDLC)  
Plan → Design → Build → Test → Rollout → Maintain
- Database Administrators
- CT Administrators
- Those in IT who outsource processing of personal data to 3<sup>rd</sup> parties

## GDPR for Procurement Employees

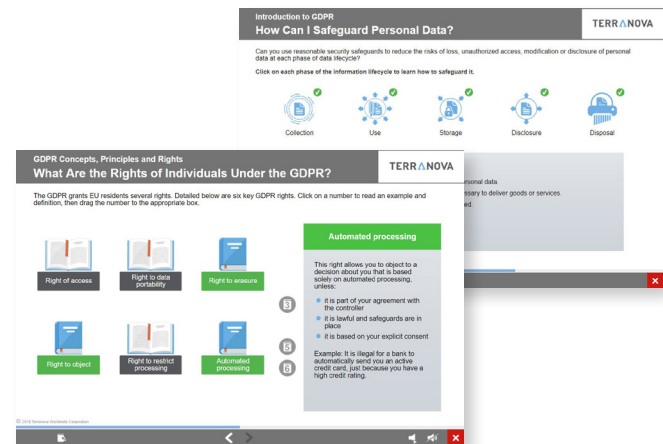
The target audience includes those who write, collaborate on, negotiate, or authorize contracts for the processing of personal data, especially the following functions:

- IT Contract Negotiators
- Labor Contract Negotiators
- Customer Contract Negotiators
- Legal
- Information Security
- Compliance
- Internal Audit

## GDPR for Retail, Sales & Marketing

The target audience includes anyone involved in the following functions:

- Retail activities involving direct interactions with the customer, whether online or face-to-face
- Marketing, sales, and customer account activities aimed at informing existing or potential buyers
- Customer and aftersales support services provided to customers after they purchase the goods or services



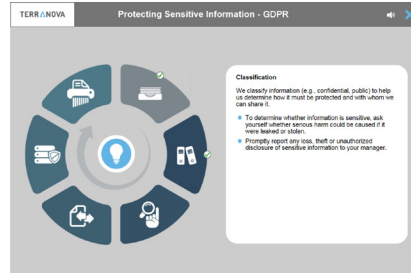
# MICROLEARNINGS

Do not let their tiny size fool you! Microlearnings are content-specific modules that pin-point key concepts and information to enhance learning and behavioral change. Terranova Microlearnings can be integrated into your GDPR Privacy Awareness program to increase knowledge retention and behavioral change. They enable just-in-time training and increase learners' understanding of complex topics. There is a microlearning module for each of our GDPR course.\*

## KEY FEATURES

- **Duration: 2-3 minutes**
- **Interactive activities**
- **Focus on best practices**

\*Availability: Autumn 2018

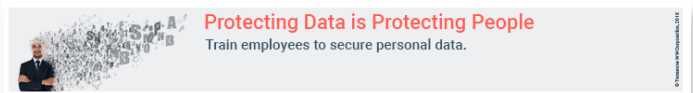
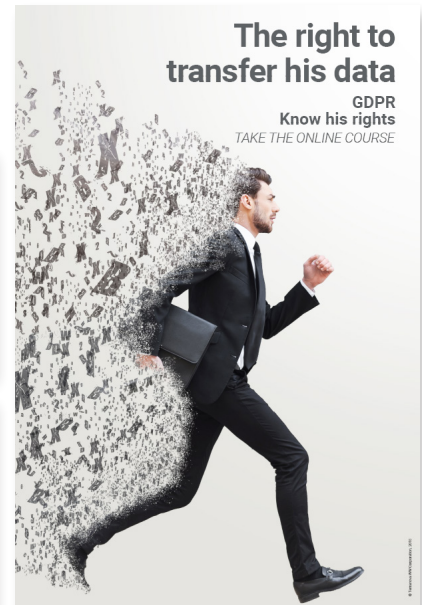


# COMMUNICATION TOOLS

Instilling a culture of security within your organization goes beyond end user training. Your employees must feel confident to apply lessons learned. Terranova offers a comprehensive suite of communication tools that help you build a strong security culture.

Choose from our wide array of engaging communication tools that are proven to reinforce best practices.

- **One-page refreshers**
- **Web banners**
- **Posters**
- **Wallpapers**



# TERRANOVA AWARENESS FRAMEWORK

A course that proposes a framework, including tool kits and check lists, to assist you in planning, deploying and measuring the effectiveness of your GDPR campaign(s).

# TERRANOVA'S COMPLETE SOLUTION HELPS YOU ACHIEVE GDPR COMPLIANCE THROUGH OPTIMAL TRAINING

	KEY CONCEPTS**	MANAGERS	HUMAN RESOURCES	CALL CENTER	IT STAFF	PROCUREMENT	RETAIL, SALES & MARKETING
<b>Planning</b> Terranova Awareness Framework	✓						
<b>Pre/Post Assessment Quiz</b>	✓						
<b>Training Modules</b> Customizable with your Logo and links to corporate policies	Key Concepts, Principles, and Rights	GDPR for Managers	GDPR for Human Resources Employees	GDPR for Call Center Agents	GDPR for IT Development	GDPR for Procurement Employees	GDPR for Retail, Sales & Marketing Staff
<b>1 Microlearning Module*</b>	✓	✓	✓	✓	✓	✓	✓
<b>Communication Tools</b>							
• One-page Refreshers	1	1	1	1	1	1	1
• Web Banners	1	1	1	1	1	1	1
• Posters	Choice of 5	Choice of 5	Choice of 5	Choice of 5	Choice of 5	Choice of 5	Choice of 5
• Wallpapers	Choice of 5	Choice of 5	Choice of 5	Choice of 5	Choice of 5	Choice of 5	Choice of 5
<b>Technical Support</b>	✓	✓	✓	✓	✓	✓	✓

\*Availability: Autumn 2018

\*\*Must purchase the Key Concepts Bundle to purchase the role-based bundle (s).

**Licensing Model:** Annual fees for each bundle are based on a price per user. Right-to-use the new versions of courses and materials applicable if annual fees are fully paid.

**Languages:** Courses and tools can be available in multiple languages.

## ADDITIONAL SERVICES

- LMS
- Phishing Simulation
- Assessment Quiz
- Professional Services
- Managed Services
- Customization
- Language Localization
- Security and Compliance
- Course Modules