

CUSTOMER SUCCESS STORY

EDUCATION AND RESEARCH · PRIVACY AND GDPR

Wageningen University & Research

Cooperation between WUR and USoft Solvinx to increase focus on GDPR and privacy risks

The mission of Wageningen University & Research (WUR) is 'to explore the potential of nature to improve the quality of life'. This is done through education and research in the field of healthy food and the living environment. A large amount of data is processed during these activities. This involves data relating to staff and students as well as research participants. For this reason a great deal of attention is given to privacy. WUR works with USoft Solvinx to gain insight into privacy risks and to manage tasks that employees must perform to be GDPR-compliant.

- **Workflow-driven software provides employees with active support**
- **Graphical dashboards provide organization-wide insight into the privacy status**
- **Link with project management software for even greater convenience**

THE CHALLENGE

01 To properly organize and automate privacy-related processes and to increase privacy awareness

Robust implementation of the GDPR

In anticipation of the GDPR coming into force in 2018, WUR already started in 2016 to set up a structure that helps all employees and students to be privacy-aware. A Privacy Officer was appointed in each organizational unit. Peter Ras, Corporate Privacy Officer, supervises them and develops the policy.

“We opted for a robust implementation,” he says. “Due to the very nature of our work, we process a lot of privacy-sensitive data. That data is also frequently exchanged with a wide range of collaborative partners. For example, we do a lot of research in cooperation with the European Commission. They require that those research projects comply with European privacy directives. And they are not the only partner who monitors us on this. Virtually every grant provider asks for it. If we can't guarantee privacy, it becomes very difficult to get research funds released.”

> Employees are given active support through the workflows on the tasks they need to perform to be GDPR-compliant.

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Peter Ras
Corporate Privacy Officer at WUR

GDPR compliance project tackled organization-wide

Frans Pingen, General Counsel at WUR, set out the first lines with a project team. “We knew that personal data is processed almost everywhere in the organization and that therefore really every organizational unit has to deal with this, from IT to finance to HR to researchers. The need for a registry became clear. This provides real-time insight into data processing within our organization. Our Board of Directors has taken the issue of privacy seriously and has given us the opportunity to make it a thorough and widely publicized project. Clear and continuous communication and focus on quality improvement have helped raise awareness of privacy among our employees.”

02

THE SOLUTION

Workflow-driven software to simplify data privacy impact analyses

Automating Data Privacy Impact Analysis (DPIA)

“There were hardly any vendors in 2016 with a software product that allowed you to simplify a data privacy impact analysis (DPIA). After a tender, we opted for USoft Solvinx,” says Koos Nijssen, functional application manager at the university library. Due to his expertise in managing files, he was given responsibility for the management of SMART PIA, one of the modules of USoft Solvinx. The system has since been used to evaluate more than 9,000 projects and applications in terms of privacy impact.

Workflow-driven software linked to the project management system

USoft Solvinx is a SMART DPIA. It is a standardized questionnaire that everyone must complete as soon as they start processing personal data. WUR processes personal data in two places: in the software applications that WUR uses to automate its own processes, such as the HR systems and student administration. And in the research projects which involve processing personal data.

“We made an inventory of the first category,” explains Nijssen. “This covers about 300 applications. The DPIA questionnaire in USoft Solvinx was completed for all of them. There is intelligence in the software that alerts us when there is an important update or upgrade that impacts the way data is processed. Then the DPIAs are run through again.”

The software is workflow driven. To enable DPIAs to be performed on research projects, a link to the project management system was created. In that system, researchers indicate at the start of a project whether personal data will be processed, and so-called triage is carried out. If so — and if there is any doubt — they are automatically directed to USoft Solvinx to complete the DPIA there.

If there is a change of project leader during a project, for example, the details are automatically updated in USoft Solvinx so that the right person receives the emails that a task is ready for them. Researchers are also asked in the DPIA whether all the software they use meets privacy standards. “That way we immediately run a security check,” says Nijssen.



USoft Solvinx built with low-code software

USoft Solvinx is USoft's privacy and security management solution. This SaaS solution helps organizations gain demonstrable control over the totality of privacy legislation and industry-specific regulations with a concept of solid software, service and training.

The software was developed using the USoft low-code platform. This platform (PaaS) is specifically suited for developing complex data-intensive and rule-intensive applications. These are applications that have a lot of underlying business rules and process a lot of data. Read more at usoft.com

THE RESULT

03 Uniformity in practices and organization-wide real-time insight into privacy risks and mitigating measures

Clear graphical dashboards

The method brings with it some important advantages. First, the WUR-wide overall view, Ras says. “Under the old privacy law, we had a limited registration and reporting process. As a result, we did not know at the central level where the risks lay. Now that everything is in Solvinx, we have a clear map of where we process personal data, how much risk that processing entails and which other parties we work with in those processes.” All this is made visible in graphical dashboards. “The privacy officers immediately see what tasks are still open and can easily keep their finger on the pulse.”

> The cooperation in setting up the reports had a positive effect. By making our wishes explicit, we got what we needed: good insight into the status of privacy within WUR.

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Koos Nijssen
Functional application manager at WUR

Standardized questionnaires

Another advantage of this method is uniformity, thanks to the standardized questionnaires. ‘All employees are subject to the same regime. They receive active support in the tasks they need to perform to be compliant. In this way, we make it as easy as possible for them,” Ras explains.

This has also increased privacy awareness. “Because privacy has received so much attention, everyone realizes that it's better to get it right the first time, so that you minimize the risks.”

Collaboration with USoft

“When we started using the privacy management application USoft Solvinx, it was still in its infancy,” says Nijssen. “Our input was taken seriously and led to easier operation of the package and more control over our internal process in conducting DPIAs. The collaboration in the design of the reports also had a positive impact for both WUR and USoft. By making our wishes explicit, we got what we needed: good insight into the status of privacy within WUR.”

ABOUT USOFT

The **rules-first platform** for business-critical operations.

Automate your operations with **full trust and control**. **Adapt** when your business demands it.

Rules govern every process and every decision. USoft helps you capture these business rules before software is created. Our engine ensures your rules are always enforced: no exceptions and fully traceable. Change your rules and your software stays in sync, everywhere. Whether people or AI build your software or act on your data, everything plays by the rules. All running in your ecosystem of choice.

We help organizations put their rules first: captured in natural language and enforced in every transaction, across people, systems and AI. Ready to change at the pace of your business.

We envision a world where organizations know exactly what their systems do and why, so people and AI can build the future with trust and confidence.

Clear rules you can trust. Results you can audit. Change you can control.

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