

# BT Wholesale Secure Payments

## New EU Data Protection Regulation



### What does the new EU General Data Protection Regulation mean for you?

The decision on the EU General Data Protection Regulation (GDPR) has been finalised, with a raft of new legislation to be implemented over the next two years. These changes will have significant implications for organisations taking and storing data. Here's a handy summary of what you need to know.

### Fines of up to 4% of global turnover or €20m\*

In the event of a data breach, organisations may be hit with significant fines. Figures currently quoted are €20m or 4% of global turnover (\*whichever is greatest), but this is dependent on the severity of the breach and the organisation's ability to prove it had measures in place (or not) to protect customer data.

### Potential pay-outs to customers

On top of the official fines, organisations may also be required to pay customers damages in the event of data loss or theft.

### Organisations may need to appoint a Data Processing Officer

Whoever holds this position will be responsible for managing data security processes, and free to give recommendations or feedback without fear of negative consequences, similar to union representatives.

This only applies to organisations that handle 'significant' volumes of data, and not to small and medium-sized enterprises.

### A time limit to report breaches has been set

Organisations must report all data breaches to the regulatory body within 72 hours, but there is no time limit in place for when customers have to be informed.

### The laws reach beyond just the one organisation

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## The EU will form a unified governing body

The new rules will see one regulatory body established to govern all organisations based in the EU, rather than the current 28 separate bodies.

However, regardless of whether an organisation is established in the EU or not, it will still have to comply with the data protection law if it plans to offer services within the continent.

More generally, the new rules will mean tighter controls on protection of data no matter where it is sent, processed or stored.

## So, what's the big picture?

The European Commission claims the regulations will reduce red tape, speed up procedures and streamline data protection across the EU.

But while these requirements may seem heavy-handed to some, the new laws have been a long time coming and are finally catching up to the realities of operating in the modern technical world.

Ultimately, bringing an organisation into line with the regulations and being able to show that it is as secure as possible will boost brand confidence and loyalty.

## How can BT help?

BT Secure Payments enables contact centres to take personal data securely over the telephone.

The patented data capture method collects sensitive information such as payment card or bank details directly from the customer's telephone keypad for processing.

This prevents personal data from entering the contact centre so if fraudsters do find a way to get in, there is nothing to steal!

BT Secure Payments not only protects against the risk of fraud and the associated reputational damage, but also ensures compliance with industry regulations such as PCI DSS.

## Find out more

Please contact your BT account manager for more detail on BT Secure Payments.

They'll be able to engage one of our specialists or a PCI consultant from our partner Semafone to answer any detailed questions you have.

Alternatively contact us through [btwholesale.com](http://btwholesale.com)

# BT wholesale



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