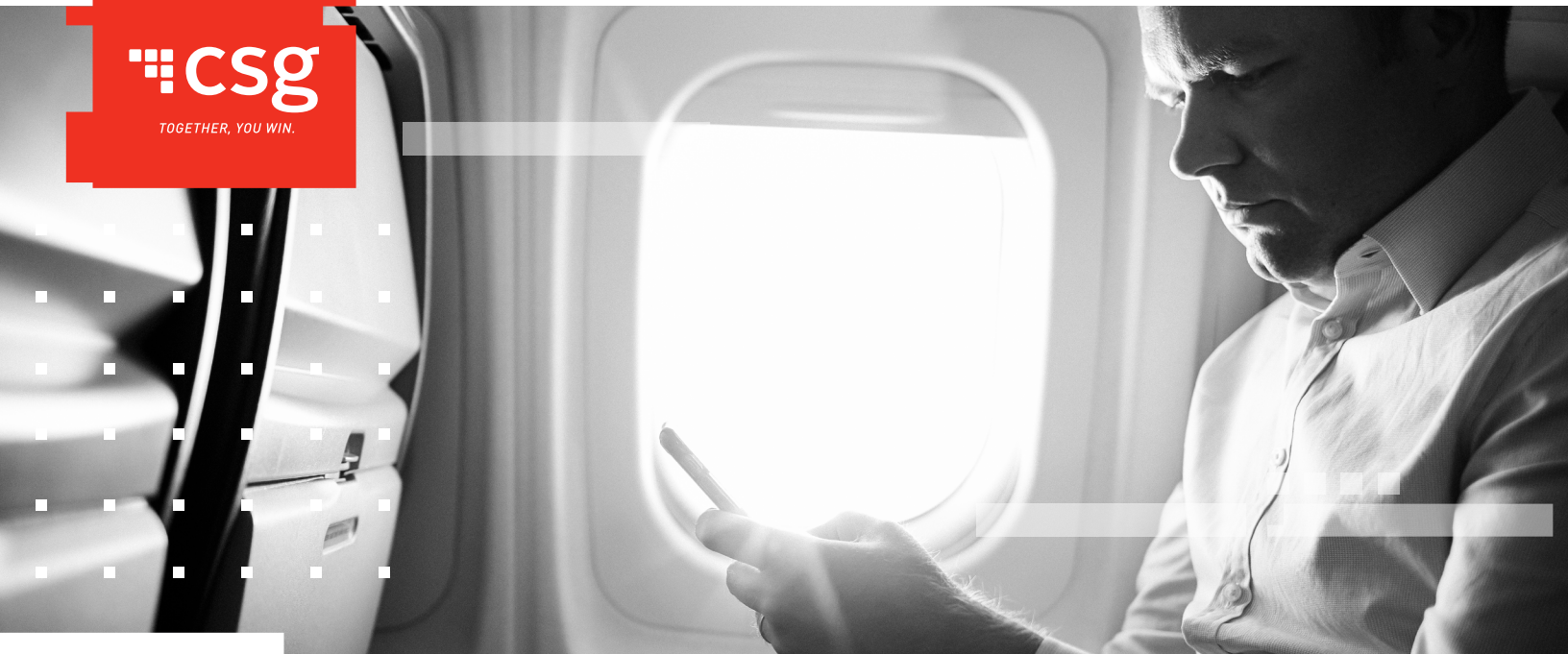# ROUTE FOR GDPR

STREAMLINING ONGOING COMPLIANCE TO GDPR WITH CSG ROUTE

TOGETHER, YOU WIN.

From 25th May 2018, all organizations that collect and/or process personal data from EU residents must comply with GDPR (General Data Protection Regulation) irrespective of where they are located. GDPR requires Data Controllers and Data Processors to keep a record of their processing activities, including organizational and technical security measures used to protect data, descriptions of data processed, where shared or transferred, and erasure thresholds, which must be made available to supervisory authorities/regulators.

CSG Route offers proven, industry-standard capabilities that support the key requirements for maintaining GDPR compliance. With capabilities like Application-Level Encryption and Security Logging for securing personal data from source to destination, CSG is helping operators around the world to quickly enable GDPR compliance, and deliver a secure solution that is cost-effective over the long term as operators maintain their ongoing compliance obligations.

DEMONSTRABLE COMPLIANCE

Many BSS vendors are focusing on the protection of personal data from breaches, with solutions like data masking. Whilst implementing appropriate security measures against breaches is crucial for any wholesale management system, communication service providers must consider many additional aspects for end-to-end compliance. Given this larger scope, service providers need to evaluate how to not only achieve fast compliance, but also approaches that are cost-effective over the longer term.

PROTECTION OF PERSONAL DATA

CSG Route stores the personal data of individual subscribers in the form of A, B, and C numbers (personal numbers) contained in EDRs (Event Data records). This places certain legal obligations on the communication service provider (CSP) running CSG Route. These obligations vary from country to country.

PRIVILEGE-BASED MASKING OF PERSONAL NUMBERS

A, B, and C numbers are considered personal data. CSG Route displays these numbers on the following system screens:

→ Suspense Data Management window

→ Analyze Recurring Account window

→ Error Job Details report

Some users need to view the full A, B, and C numbers. However, in most cases it is sufficient to view only the most significant digits, which map to area codes and thus to the destinations/origins in the system.

Users who need to view all digits (unmasked) in A, B, and C numbers must be assigned the following system privilege: Unmasked Personal Numbers.

For users without permissions to view the full (unmasked) A, B, and C numbers, a pre-defined number of digits may be masked (hidden), and are replaced by the following character: '*'. The number of masked digits is controlled by new system parameter: NUMBER_OF_DIGITS_TO_MASK.

LOGGING OF UNMASKED ACCESS TO PERSONAL NUMBERS

Protection of personal information requires that all occurrences of access to personal data must be logged.

Each occurrence of access to unmasked personal numbers is logged in a new table in Route database for logging and audit purpose.

EXTRACTING PERSONAL DATA

Users can request copy of all personal data that is stored in CSG Route and in order to fulfill this requirement, CSG will provide instructions on how to extract EDR level data from the system based on personal data.

ADDITIONAL SERVICE OFFERINGS

CSG has all the expertise you need in ensuring GDPR compliance for CSG Route:

→ Audit of systems and processes against GDPR requirements

→ Update the existing processes and create new processes for GDPR compliance

→ Update of system solutions to GDPR-compliant versions

→ Update of system configuration (e.g. user roles) to comply with GDPR

→ Creation of new GDPR-specific processes

→ Selective anonymization

→ Encryption for Route interfaces (e.g. implement sFTP) to comply with GDPR

→ Evaluate all existing Route customizations and propose a GDPR-compliant versions

SUMMARY AND BENEFITS

Time-to-compliance is critical for GDPR since the regulations carry heavy financial penalties for non-compliance, for service providers both inside and outside the EU. And there are three critical aspects to enabling GDPR compliance in wholesale management system and streamlining the compliance process:

⟶ Logging operations on personal data

⟶ User access control and tracking

⟶ Breach protection with encryption

With Route for GDPR, CSG is helping operators around the world to quickly enable GDPR compliance and ensure data is protected, now and in the future.

ABOUT CSG

CSG simplifies the complexity of business transformation in the digital age for the most respected communications, media and entertainment service providers worldwide. With over 35 years of experience, CSG delivers revenue management, customer experience and digital monetization solutions for every stage of the customer lifecycle. The company is the trusted partner driving digital transformation for leading global brands, including Arrow, AT&T, Bharti Airtel, Charter Communications, Comcast, DISH, Eastlink, iFlix, MTN, TalkTalk, Telefonica, Telstra and Verizon.

At CSG, we have one vision: flexible, seamless, limitless communications, information and content services for everyone. For more information, visit our website at csgi.com and follow us on LinkedIn, Twitter and Facebook.