



# HOW SECURE IS YOUR PERSONAL DATA?

---

## KEEPING DATA SAFE WHILE BRINGING EASE TO NEW REGULATION

With the new General Data Protection Regulation (GDPR) on the horizon, we set to work ensuring that our clients could bring the benefits of increased personal data security to their travel programmes.

Not only did we ensure that Reed & Mackay's infrastructure continued to provide the rigour and security required to manage our client's data, working with leading recruitment business, Page Group, we went further.

We knew that for many businesses the new regulation would mean additional process for their travel programme. With Page Group's Director of Information Security, we ran a staged subject access request to see where we could add ease to the new regulatory requirements.

### **THE TEST - A STAGED SUBJECT ACCESS REQUEST**

Once the request had been made Reed & Mackay had one month under the GDPR to provide the information. The clock was ticking. A rigorous response requires scanning thousands of records for any trace of the individual's personal information and data accuracy is key.

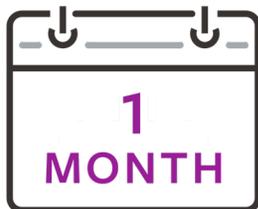
That's why at Reed & Mackay we have developed specific tools that will quickly locate personal information in the structured data of our proprietary systems in addition to the scans we run on unstructured data systems, such as word files.



“WORKING THROUGH AN IMPORTANT AND EVERYDAY SCENARIO FOR A DATA ACCESS REQUEST FROM A PAGE GROUP TRAVELLER GAVE GREAT REASSURANCE TO THE BUSINESS THAT NOT ONLY HAD REED & MACKAY PUT THE REQUIRED PROCESS IN PLACE, IT ALSO REINFORCED JUST HOW SECURE OUR DATA IS WITH REED & MACKAY.”

LOUIS BOTHA

DIRECTOR OF INFORMATION SECURITY & DATA PROTECTION, PAGE GROUP



ONCE A REQUEST IS MADE BY A CLIENT, UNDER THE GDPR, REED & MACKAY HAS ONE MONTH TO PROVIDE THE INFORMATION.

### THE RESPONSE

For security, the subject access request response is sent by an encrypted email with a zip file attached, followed by a password in a separate email. The response includes:

1. A password protected zip file of structured data that is held by Reed & Mackay for the purpose of providing travel services.
2. A password protected file of unstructured data, showing where subject data has been identified in the Reed & Mackay network drives.
3. Confirmation that there are no physical records retained that contain the subject's personal data.

### THE CONCLUSION

Working closely with Page Group we were able to further refine Reed & Mackay's process for handling a subject access request to ensure ease, speed and accuracy in our response.