How do you ensure regulator & GDPR compliance? ✔️

Compliance is a big deal & needs to be taken seriously to stay on the right side of the law

When your compliance procedure isn’t watertight, you risk:

⚠️ 7-figure fines

⚠️ Penalties

⚠️ Reputational damage

<u>One small slip-up could cost you big time</u> 😓

Here are some tips to stop you falling short 👉

At the very least, make sure you:

1️⃣ Implement data governance - what is stored, who uses it, how & why?

2️⃣ Provide staff training to ensure manual admin tasks are performed correctly

3️⃣ Have clear policies in place to prevent security breaches

4️⃣ Keep your IT systems secure & up-to-date

5️⃣ Make data consent explicit & keep your privacy policy accurate & accessible

Still concerned? 😱

A CRM with built-in compliance templates could be just what you need…

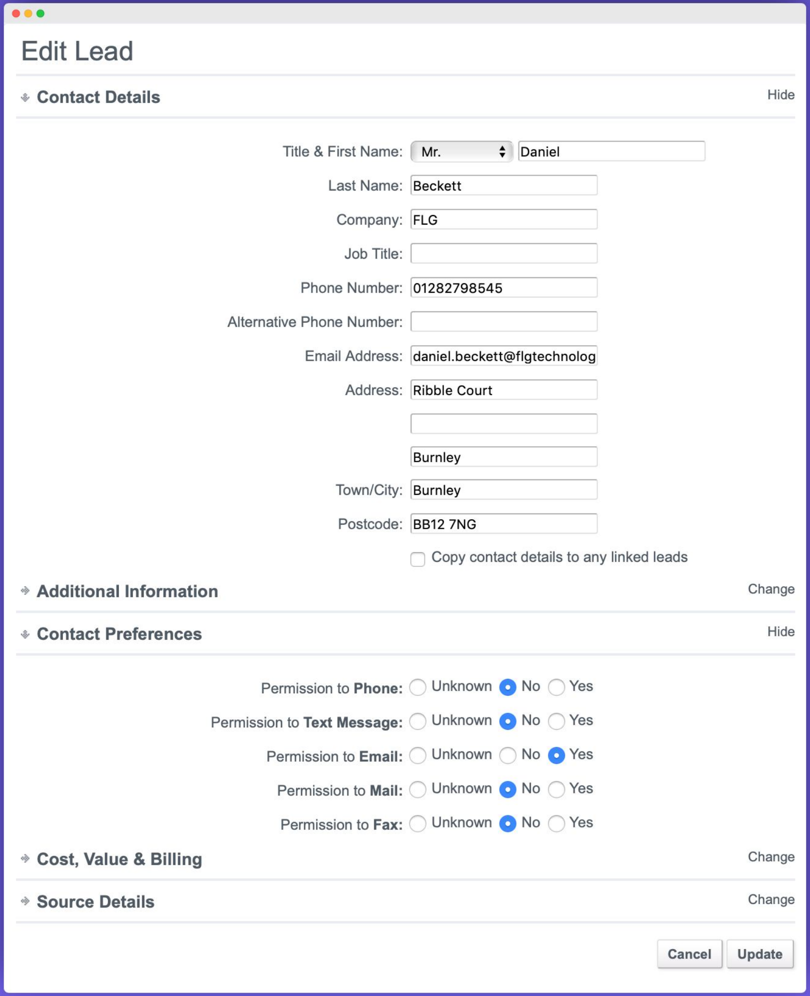
Here are 5 ways FLG could help you 👉

1. GDPR compliance

✓ Records ‘opt-ins’ & easy ‘opt-out’

✓ Respond to requests for customer data by exporting it from the lead record

✓ Permanently delete data

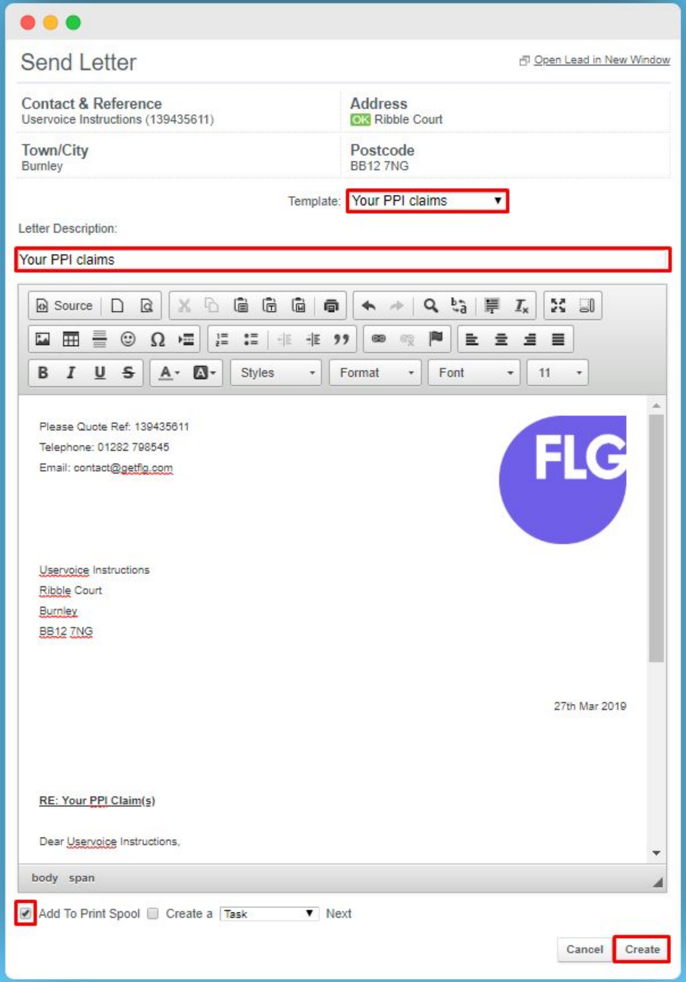


2. User compliance & platform permissions

✔️ User privileges control what they can see & do

✔️ Build step-by-step call scripts so nothing is ever missed

✓ Templates for **accurate & consistent communication** across multiple channels, every time

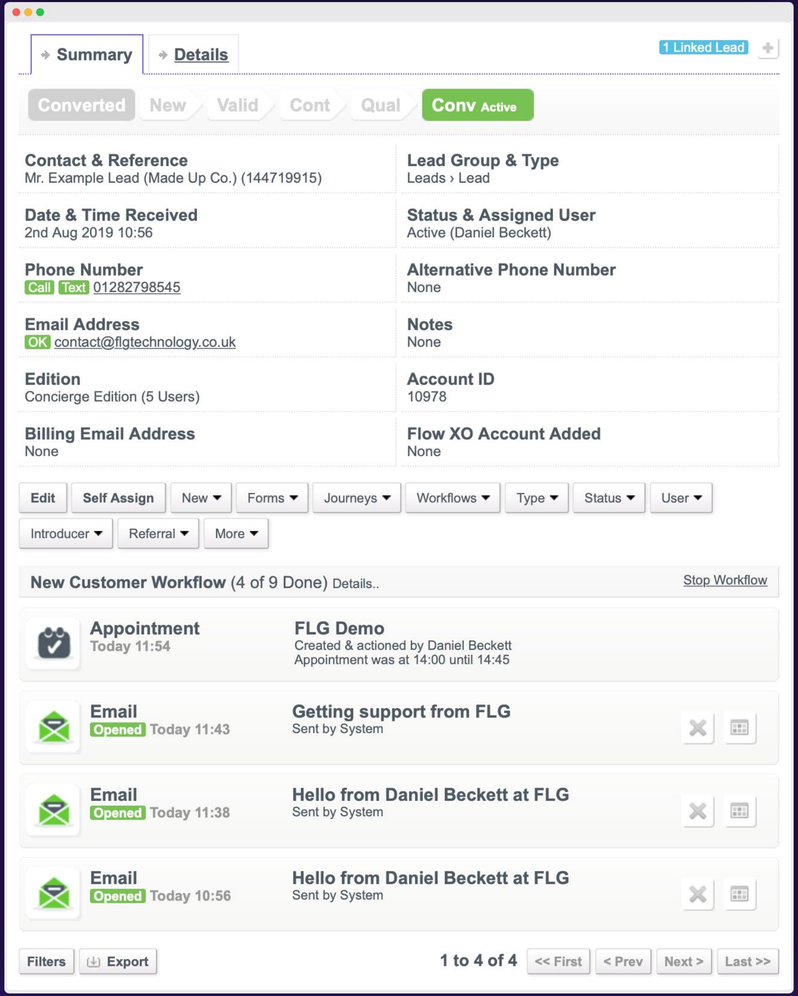


3. Audit logs & reports

✔ Complete lead timeline

✔ Account-wide, time-stamped audit trail

✔ Audit history shows details such as edits & status changes



Report:

Audit Report

Date Range: (date of action)

Today

02/08/2019 - 02/08/2019

User: (associated user)

[All Users]

Reports

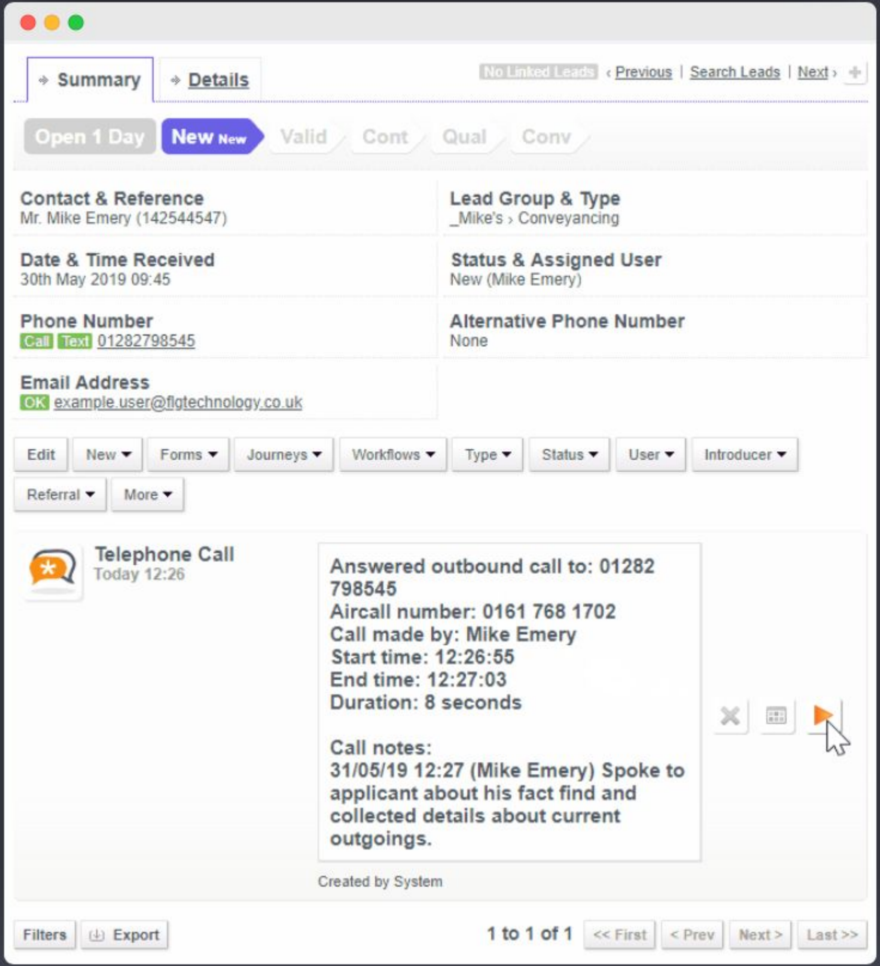
Saved Reports

	Date Time	Auth Type	Auth ID	Auth Name	Lead ID	Action	Details	Ip Address
☐	02/08/2019 13:01	User	10	Demo Administrator	144724903	LEADVIEWED	Lead summary viewed	62.232.252.196
☐	02/08/2019 13:01	User	10	Demo Administrator	144724903	LEADVIEWED	Lead summary viewed	62.232.252.196
☐	02/08/2019 13:01	User	10	Demo Administrator		AUTHSTATUS	Signed in (via support access)	62.232.252.196
☐	02/08/2019 13:00	User	40730	Demo User	144724903	LEADVIEWED	Lead summary viewed	62.232.252.196
☐	02/08/2019 13:00	User	40730	Demo User	144724903	LEADSTATUS	Status changed from New to Contacted	62.232.252.196
☐	02/08/2019 13:00	User	40730	Demo User	144724903	LEADVIEWED	Lead summary viewed	62.232.252.196
☐	02/08/2019 13:00	User	40730	Demo User	144724903	LEADEDIT	Lead details edited through Lead Edit (changed Address Line 1: "" > "123 Example Street", Town/City: "" > "Some Town", Postcode: "" > "BB12 7NG")	62.232.252.196
☐	02/08/2019 12:59	User	40730	Demo User	144724903	LEADVIEWED	Lead summary viewed	62.232.252.196
☐	02/08/2019 12:59	User	40730	Demo User	144724903	LEADUSER	Assigned User changed from Demo User to Demo Manager	62.232.252.196
☐	02/08/2019 12:59	User	40730	Demo User	144724903	LEADNEW	Lead received through New Lead (User)	62.232.252.196
☐	02/08/2019 12:58	User	40730	Demo User		AUTHSTATUS	Signed in (via support access)	62.232.252.196
☐	02/08/2019 12:57	User	44651	Andrew Taylor		AUTHSTATUS	Signed in (via support access)	62.232.252.196

Optional logs & reporting on granular account info

4. Call notes & recordings

✔️ Automatic call notes & recordings via integrations with dialler & telephony services including **Aircall** and **CircleLoop**



5. Secure data storage

✔️ Secure data, hosted on compliant servers in an ISO 27001 certified data centre

✔️ Complete backups of all customer data taken & transferred to a duplicate secure facility

✔️ No data transferred outside of the UK

Never worry about compliance again

To learn more, contact me on

lauren.shaw@flgtechnology.co.uk

or book a demo at

getflg.com/sign-up