GDPR DPIA – Service Data Mapping

PROCUREMENT SERVICES

bluesource

Where is PII sourced from and what is collected ?

SOURCE
Provided by contact either directly or through contractual relationship

CATEGORY OF PII COLLECTED
Contact details reasonably necessary to provide service and maintain relationship:
- Name
- Company
- Work Address
- Department
- Role
- Work email address
- Work phone/mobile number/s

SPECIAL CATEGORY OF PII COLLECTED
Not collected or processed

Purpose of processing (Legal Basis)

To provide procurement of goods and services, and maintain contractual relationship. [Article 6, 1 (b)]

Record Retention

For duration of contractual relationship and then archived as best practice, law / legislation reasonably require.

Technical and Organisation security Measures

ISO27001 certified Information Security Management System with access control on "who needs to know, minimum rights" basis.
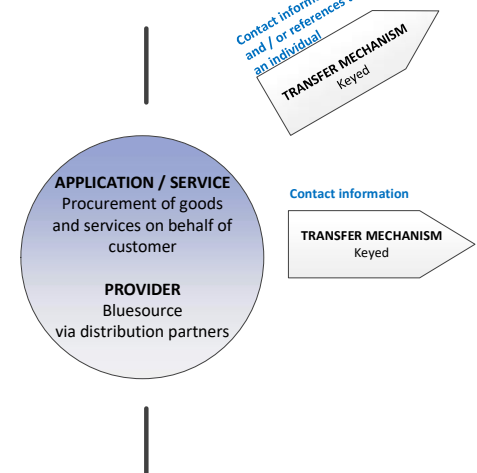
Privacy Policy.

Contractual and confidentiality agreements with associates and suppliers.
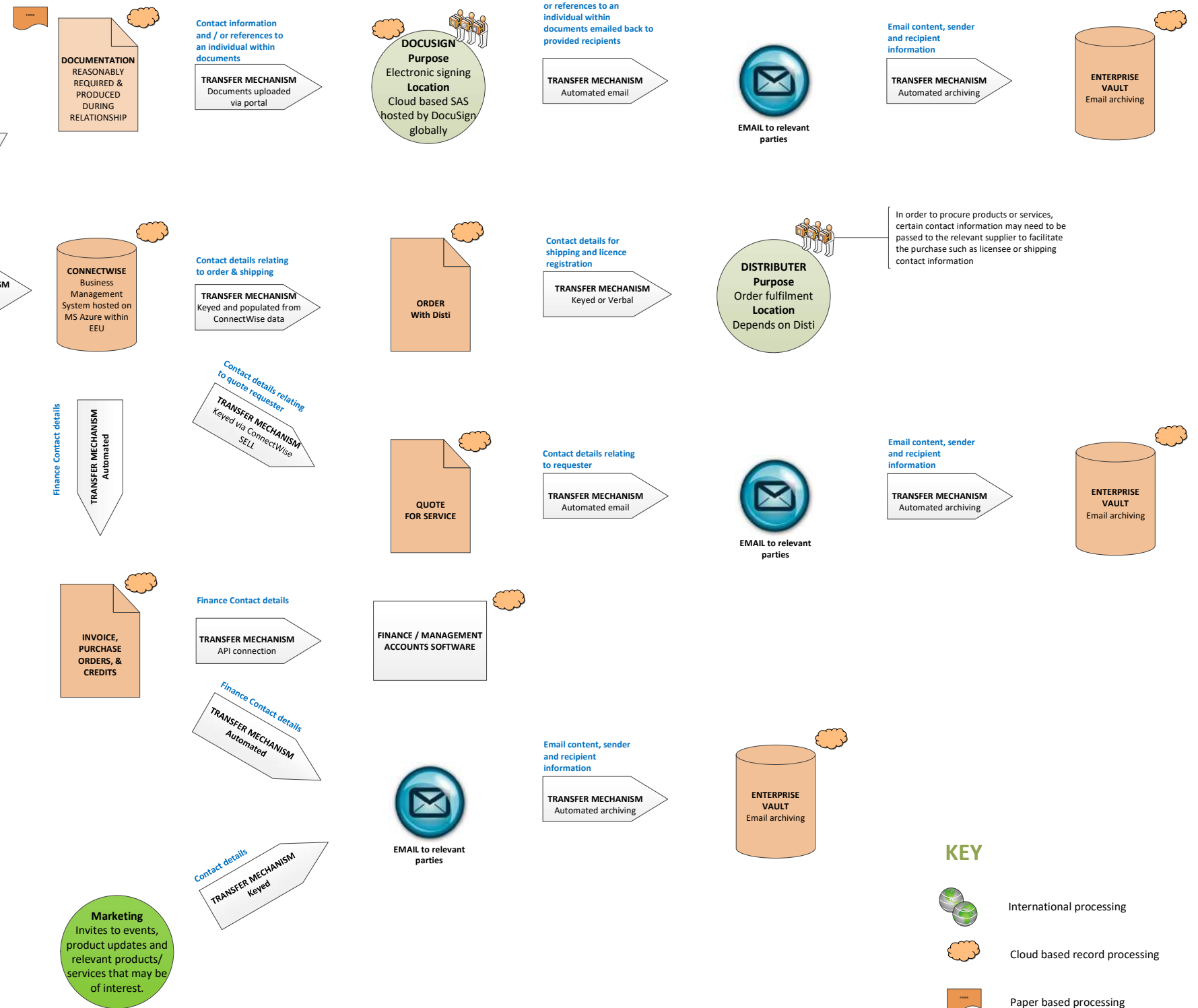
Location of storage and processing

PII stored and processed in either paper or electronic format within applicable software, and/or Office365 (including MS SharePoint). Software and storage hosted on cloud based infrastructure, restricted wherever possible to EEU data centres, as with MS Azure.
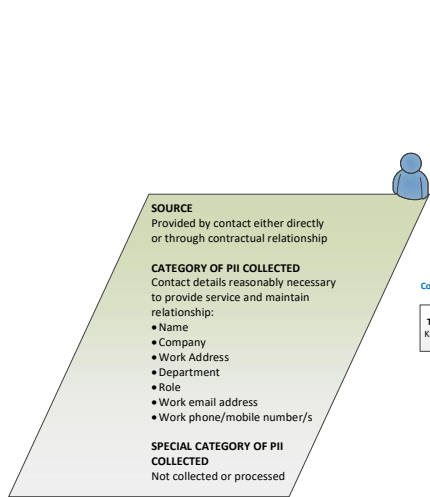
How and where is it stored ?

Where is PII extracted/processed/transferred to ?

APPLICATION / SERVICE
Procurement of goods and services on behalf of customer

PROVIDER
Bluesource via distribution partners

Contact information
TRANSFER MECHANISM
Keyed, Emailed, or Verbal

Contact information
TRANSFER MECHANISM
Keyed

Contact information and / or references to an individual
TRANSFER MECHANISM
Keyed

DOCUMENTATION
REASONABLY REQUIRED & PRODUCED DURING RELATIONSHIP

Contact information and / or references to an individual within documents
TRANSFER MECHANISM
Documents uploaded via portal

DOCUSIGN
Purpose
Electronic signing
Location
Cloud based SAS hosted by DocuSign globally

Contact information and / or references to an individual within documents emailed back to provided recipients
TRANSFER MECHANISM
Automated email

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM
Automated archiving

ENTERPRISE VAULT
Email archiving

CONNECTWISE
Business Management System hosted on MS Azure within EEU

Contact details relating to order & shipping
TRANSFER MECHANISM
Keyed and populated from ConnectWise data

ORDER
With Disti

Contact details for shipping and licence registration
TRANSFER MECHANISM
Keyed or Verbal

DISTRIBUTER
Purpose
Order fulfilment
Location
Depends on Disti

In order to procure products or services, certain contact information may need to be passed to the relevant supplier to facilitate the purchase such as licensee or shipping contact information

Finance Contact details
TRANSFER MECHANISM
Automated

Contact details relating to quote requester
TRANSFER MECHANISM
Keyed via ConnectWise SELL

QUOTE
FOR SERVICE

Contact details relating to requester
TRANSFER MECHANISM
Automated email

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM
Automated archiving

ENTERPRISE VAULT
Email archiving

INVOICE, PURCHASE ORDERS, & CREDITS

Finance Contact details
TRANSFER MECHANISM
API connection

FINANCE / MANAGEMENT ACCOUNTS SOFTWARE

Finance Contact details
TRANSFER MECHANISM
Automated

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM
Automated archiving

ENTERPRISE VAULT
Email archiving

Contact details
TRANSFER MECHANISM
Keyed

Marketing
Invites to events, product updates and relevant products/ services that may be of interest.

KEY

- International processing
- Cloud based record processing
- Paper based processing
- Data Subject / Controller
- Supplier based processing

GDPR DPIA – Service Data Mapping

BUSINESS DAY REACTIVE SUPPORT SERVICES, e.g. Business Day Support, etc.

bluesource

Where is PII sourced from and what is collected ?

Where is PII extracted/processed/transferred to ?

Purpose of processing (Legal Basis)
To provide a reactive support and maintain contractual relationship. [Article 6, 1 (b)]

Record Retention
For duration of contractual relationship and then archived as best practice, law / legislation reasonably require.

SOURCE
Provided by contact either directly or through contractual relationship

CATEGORY OF PII COLLECTED
Contact details reasonably necessary to provide service and maintain relationship:
- Name
- Company
- Work Address
- Department
- Role
- Work email address
- Work phone/mobile number/s

SPECIAL CATEGORY OF PII COLLECTED
Not collected or processed

Technical and Organisation security Measures
ISO27001 certified Information Security Management System with access control on "who needs to know, minimum rights" basis.
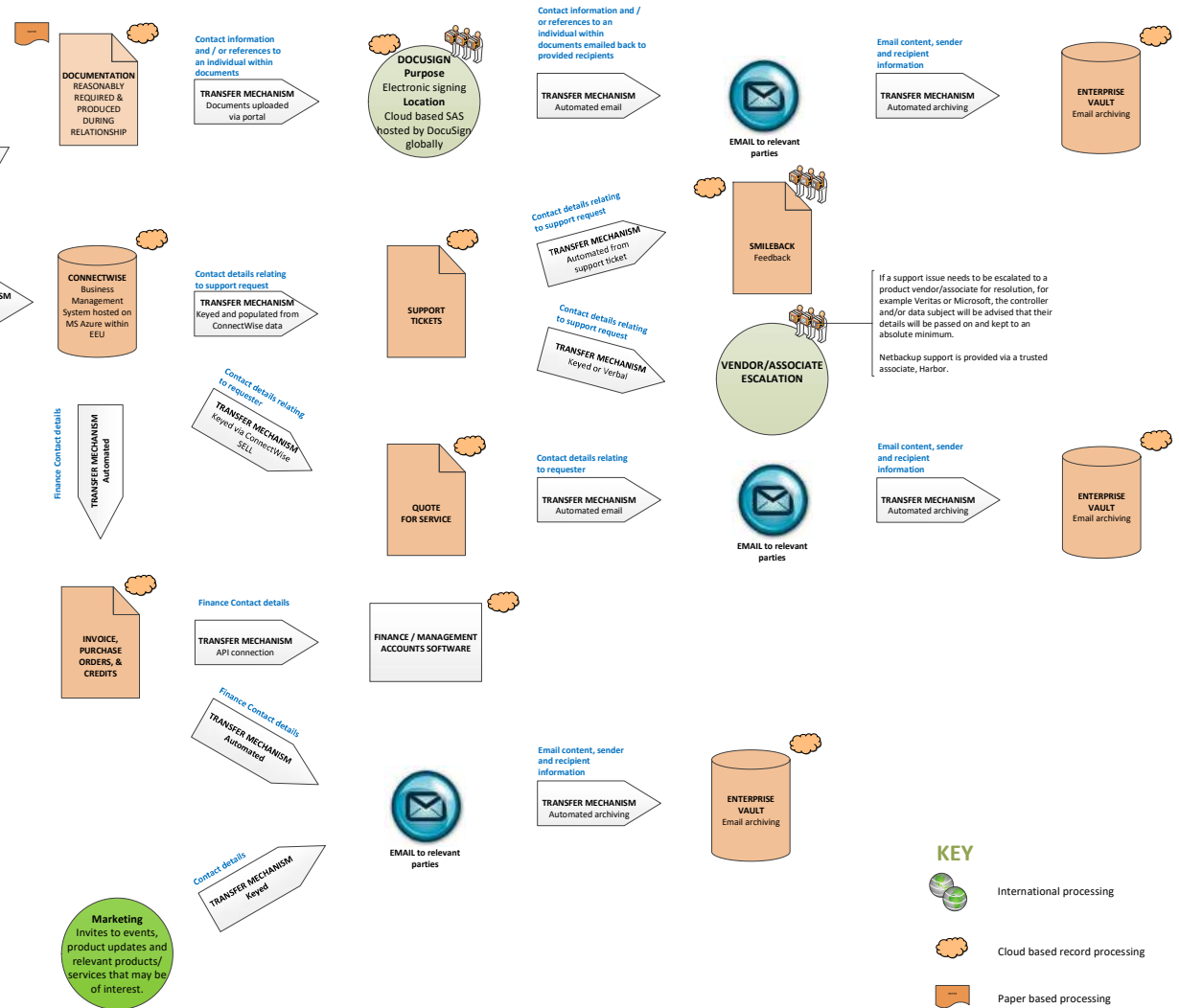
Privacy Policy.

Contractual and confidentiality agreements with associates and suppliers.

Location of storage and processing
PII stored and processed in either paper or electronic format within applicable software, and/or Office365 (including MS SharePoint). Software and storage hosted on cloud based infrastructure, restricted wherever possible to EEU data centres, as with MS Azure.

How and where is it stored ?

APPLICATION / SERVICE
STANDARD SUPPORT – Reactive
TSPP BASIC SUPPORT - Reactive

PROVIDER
Bluesource

Contact information
TRANSFER MECHANISM
Keyed, Emailed, or Verbal

Contact information
TRANSFER MECHANISM
Keyed

Contact information and / or references to an individual
TRANSFER MECHANISM
Keyed

DOCUMENTATION
REASONABLY REQUIRED & PRODUCED DURING RELATIONSHIP

Contact information and / or references to an individual within documents
TRANSFER MECHANISM
Documents uploaded via portal

DOCUSIGN
Purpose
Electronic signing
Location
Cloud based SAS hosted by DocuSign globally

Contact information and / or references to an individual within documents emailed back to provided recipients
TRANSFER MECHANISM
Automated email

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM
Automated archiving

ENTERPRISE VAULT
Email archiving

CONNECTWISE
Business Management System hosted on MS Azure within EEU

Contact details relating to support request
TRANSFER MECHANISM
Keyed and populated from ConnectWise data

SUPPORT TICKETS

Contact details relating to support request
TRANSFER MECHANISM
Automated from support ticket

SMILEBACK
Feedback

Contact details relating to support request
TRANSFER MECHANISM
Keyed or Verbal

VENDOR/ASSOCIATE ESCALATION

If a support issue needs to be escalated to a product vendor/associate for resolution, for example Veritas or Microsoft, the controller and/or data subject will be advised that their details will be passed on and kept to an absolute minimum.

Netbackup support is provided via a trusted associate, Harbor.

Finance Contact details
TRANSFER MECHANISM
Automated

Contact details relating to requester
TRANSFER MECHANISM
Keyed via ConnectWise SELL

QUOTE FOR SERVICE

Contact details relating to requester
TRANSFER MECHANISM
Automated email

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM
Automated archiving

ENTERPRISE VAULT
Email archiving

INVOICE, PURCHASE ORDERS, & CREDITS

Finance Contact details
TRANSFER MECHANISM
API connection

FINANCE / MANAGEMENT ACCOUNTS SOFTWARE

Finance Contact details
TRANSFER MECHANISM
Automated

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM
Automated archiving

ENTERPRISE VAULT
Email archiving

Contact details
TRANSFER MECHANISM
Keyed

Marketing
Invites to events, product updates and relevant products/ services that may be of interest.

KEY

- International processing
- Cloud based record processing
- Paper based processing
- Data Subject / Controller
- Supplier based processing

GDPR DPIA – Service Data Mapping

24/7/365 REACTIVE SUPPORT SERVICES, e.g. 24/7 Support, TSPP ESSENTIAL, Extended Support for MS, etc.

Where is PII sourced from and what is collected ?

Where is PII extracted/processed/transferred to ?
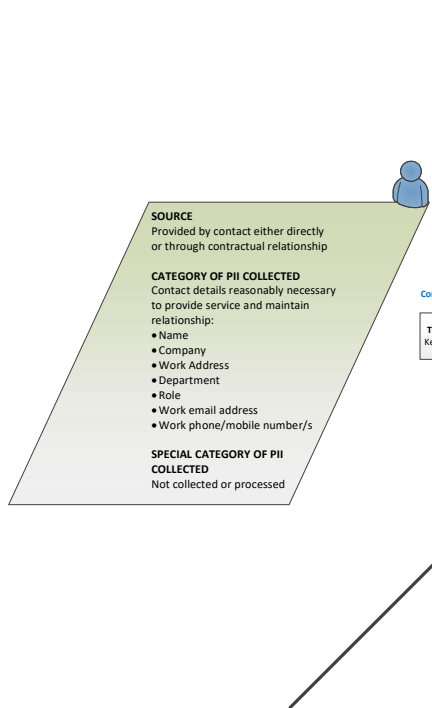
Purpose of processing (Legal Basis)
To provide a 24/7/365 reactive support by following the sun and maintain contractual relationship. [Article 6, 1 (b)]

Record Retention
For duration of contractual relationship and then archived as best practice, law / legislation reasonably require.

SOURCE
Provided by contact either directly or through contractual relationship

CATEGORY OF PII COLLECTED
Contact details reasonably necessary to provide service and maintain relationship:
• Name
• Company
• Work Address
• Department
• Role
• Work email address
• Work phone/mobile number/s

SPECIAL CATEGORY OF PII COLLECTED
Not collected or processed

APPLICATION / SERVICE
24/7/365 reactive support services

PROVIDER
Bluesource and its global Service Management Centre

Contact information
TRANSFER MECHANISM Keyed, Emailed, or Verbal

Contact information
TRANSFER MECHANISM Keyed

Contact information and / or references to an individual
TRANSFER MECHANISM Keyed

DOCUMENTATION REASONABLY REQUIRED & PRODUCED DURING RELATIONSHIP

Contact information and / or references to an individual within documents
TRANSFER MECHANISM Documents uploaded via portal

DOCUSIGN Purpose Electronic signing **Location** Cloud based SAS hosted by DocuSign globally

Contact information and / or references to an individual within documents emailed back to provided recipients
TRANSFER MECHANISM Automated email

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM Automated archiving

ENTERPRISE VAULT Email archiving

CONNECTWISE Business Management System hosted on MS Azure within EEU

Contact details relating to support request
TRANSFER MECHANISM Keyed and populated from ConnectWise data

SUPPORT TICKETS

Contact details relating to support request
TRANSFER MECHANISM Automated from support ticket

Contact details relating to support request if escalation required
TRANSFER MECHANISM Keyed or Verbal

SMILEBACK Feedback

If a support issue needs to be escalated to a product vendor/associate for resolution, for example Veritas or Microsoft, the controller and/or data subject will be advised that their details will be passed on and kept to an absolute minimum.

Netbackup support is provided via a trusted associate, Harbor.

VENDOR/ASSOCIATE ESCALATION

Contact details relating to requester
TRANSFER MECHANISM Keyed via ConnectWise SELL

Finance Contact details
TRANSFER MECHANISM Automated

TRANSFER MECHANISM via ConnectWise

TRANSFER MECHANISM via ConnectWise

QUOTE FOR SERVICE

Contact details relating to requester
TRANSFER MECHANISM Automated email

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM Automated archiving

ENTERPRISE VAULT Email archiving

Fuse Technology (PTY) Limited Associate

Sydney, Australia Vietnam

Vidette Associate

UK, UAE, South Africa

INVOICE, PURCHASE ORDERS, & CREDITS

Finance Contact details
TRANSFER MECHANISM API connection

FINANCE/MANAGEMENT ACCOUNTS SOFTWARE

Finance Contact details
TRANSFER MECHANISM Automated

Email content, sender and recipient information
TRANSFER MECHANISM Automated archiving

ENTERPRISE VAULT Email archiving

EMAIL to relevant parties

Technical and Organisation security Measures
ISO27001 certified Information Security Management System with access control on "who needs to know, minimum rights" basis.
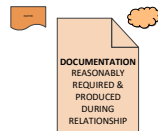
Privacy Policy.

Contractual and confidentiality agreements with associates and suppliers.

Location of storage and processing
PII stored and processed in either paper or electronic format within applicable software, and/or Office365 (including MS SharePoint). Software and storage hosted on cloud based infrastructure, restricted wherever possible to EEU data centres, as with MS Azure.
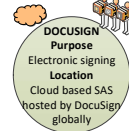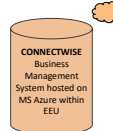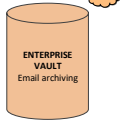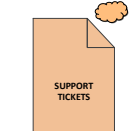
How and where is it stored ?

Marketing Invites to events, product updates and relevant products/ services that may be of interest.

Contact details
TRANSFER MECHANISM Keyed

KEY

International processing

Standard Contractual Clauses for data processing outside of UK/EEA

Cloud based record processing

Paper based processing

Data Subject / Controller

Supplier based processing

bluesource

GDPR DPIA – Service Data Mapping

24/7/365 MANAGED SERVICES, e.g. Monitor, Manage, Cloud Backup, Managed Backup, etc.

Where is PII sourced from and what is collected ?

Where is PII extracted/processed/transferred to ?

SOURCE
Provided by contact either directly or through contractual relationship

CATEGORY OF PII COLLECTED
Contact details reasonably necessary to provide service and maintain relationship:
• Name
• Company
• Work Address
• Department
• Role
• Work email address
• Work phone/mobile number/s

SPECIAL CATEGORY OF PII COLLECTED
Not collected or processed

Purpose of processing (Legal Basis)
To provide a 24/7/365 monitoring and support by following the sun and maintain contractual relationship. [Article 6, 1 (b)]

Record Retention
For duration of contractual relationship and then archived as best practice, law / legislation reasonably require.

APPLICATION / SERVICE
24/7/365 monitoring, reactive and proactive support services

PROVIDER
Bluesource and its global Service Management Centre

LOG DATA
Which may contain login details relating to individuals

Contact Information
TRANSFER MECHANISM
Keyed, Emailed, or Verbal

Contact information and / or references to an individual
TRANSFER MECHANISM
Keyed

Login data
TRANSFER MECHANISM
Extracted from server logs by monitoring agents

Contact information
TRANSFER MECHANISM
Keyed

TRANSFER MECHANISM
via ConnectWise

TRANSFER MECHANISM
via ConnectWise

Fuse Technology Limited
SMC team
Sydney, Australia.

Vidette
Associate
UK, UAE, South Africa

Technical and Organisation security Measures
ISO27001 certified Information Security Management System with access control on "who needs to know, minimum rights" basis.

Privacy Policy.

Contractual and confidentiality agreements with associates and suppliers.

Location of storage and processing
PII stored and processed in either paper or electronic format within applicable software, and/or Office365 (including MS SharePoint). Software and storage hosted on cloud based infrastructure, restricted wherever possible to EEU data centres, as with MS Azure.

How and where is it stored ?

DOCUMENTATION
REASONABLY REQUIRED & PRODUCED DURING RELATIONSHIP

Contact information and / or references to an individual within documents
TRANSFER MECHANISM
Documents uploaded via portal

DOCUSIGN
Purpose
Electronic signing
Location
Cloud based SAS hosted by DocuSign globally

Contact information and / or references to an individual within documents emailed back to provided recipients
TRANSFER MECHANISM
Automated email

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM
Automated archiving

ENTERPRISE VAULT
Email archiving

CONNECTWISE
Business Management System hosted on MS Azure within EEU

Contact details relating to support request
TRANSFER MECHANISM
Keyed and populated from ConnectWise data

SUPPORT TICKETS

Contact details relating to support request
TRANSFER MECHANISM
Automated from support ticket

Contact details relating to support request
TRANSFER MECHANISM
Keyed or Verbal

SMILEBACK
Feedback

VENDOR/ASSOCIATE ESCALATION

If a support issue needs to be escalated to a product vendor/associate for resolution, for example Veritas or Microsoft, the controller and/or data subject will be advised that their details will be passed on and kept to an absolute minimum.

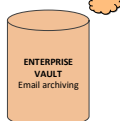Netbackup support and managed services are provided via a trusted associate, Harbor.

Finance Contact details
TRANSFER MECHANISM
Automated

Contact details relating to requester
TRANSFER MECHANISM
Keyed via ConnectWise SELL

QUOTE FOR SERVICE

Contact details relating to requester
TRANSFER MECHANISM
Automated email

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM
Automated archiving

ENTERPRISE VAULT
Email archiving

INVOICE, PURCHASE ORDERS, & CREDITS

Finance Contact details
TRANSFER MECHANISM
API connection

FINANCE/MANAGEMENT ACCOUNTS SOFTWARE

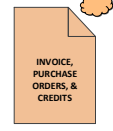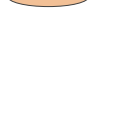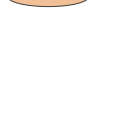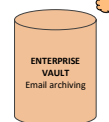Finance Contact details
TRANSFER MECHANISM
Automated

Email content, sender and recipient information
TRANSFER MECHANISM
Automated archiving

ENTERPRISE VAULT
Email archiving

EMAIL to relevant parties

Marketing
Invites to events, product updates and relevant products/ services that may be of interested
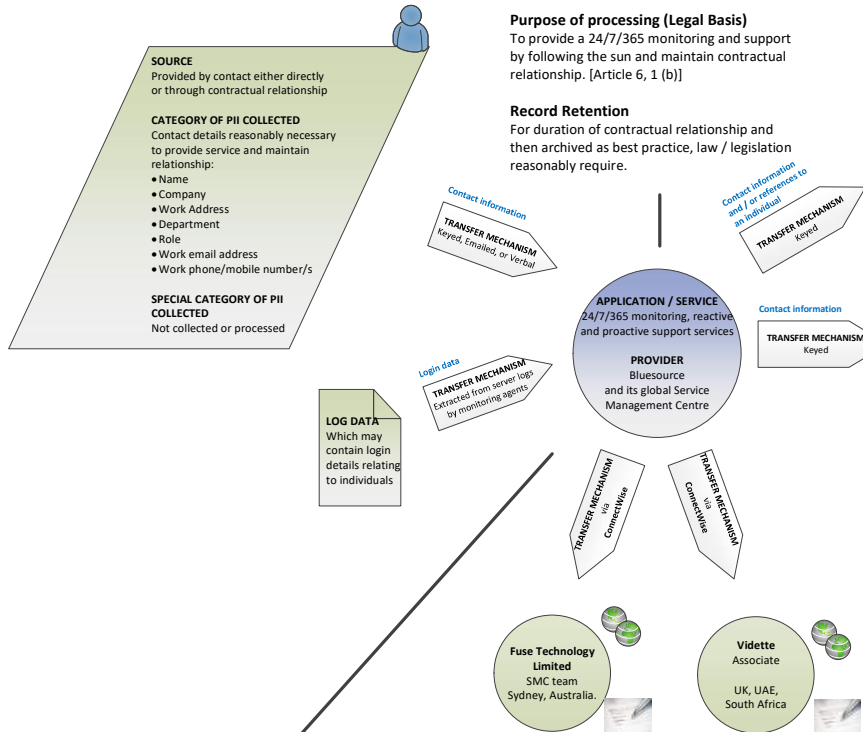
Contact details
TRANSFER MECHANISM
Keyed

KEY

International processing

Standard Contractual Clauses for data processing outside of UK/EEA

Cloud based record processing

Paper based processing

Data Subject / Controller

Supplier based processing

Cloud, IAAS and SAAS, e.g. Azure hosting, CSP, BaaS, etc.

bluesource

Where is PII sourced from and what is collected ?

Where is PII extracted/processed/transferred to ?

SOURCE
Provided by contact either directly or through contractual relationship

CATEGORY OF PII COLLECTED
Contact details reasonably necessary to provide service and maintain relationship:
• Name
• Company
• Work Address
• Department
• Role
• Work email address
• Work phone/mobile number/s

SPECIAL CATEGORY OF PII COLLECTED
Not collected or processed

Purpose of processing (Legal Basis)
To provide a 24/7/365 cloud bases services, IAS and SAAS, and maintain contractual relationship. [Article 6, 1 (b)]

Record Retention
For duration of contractual relationship and then archived as best practice, law / legislation reasonably require.

Contact information
TRANSFER MECHANISM
Keyed, Emailed, or Verbal

Contact information and / or references to an individual
TRANSFER MECHANISM
Keyed

LOG DATA
Which may contain login details relating to individuals

Login data
TRANSFER MECHANISM
Keyed / sign in to service, extracted from log files

APPLICATION / SERVICE
Cloud services,
Infrastructure as a service (IAAS)
Software as a service (SAAS)

PROVIDER
Bluesource

Contact information
TRANSFER MECHANISM
Keyed

DOCUMENTATION
REASONABLY REQUIRED & PRODUCED DURING RELATIONSHIP

Contact information and / or references to an individual within documents
TRANSFER MECHANISM
Documents uploaded via portal

DOCUSIGN
Purpose
Electronic signing
Location
Cloud based SAAS hosted by DocuSign globally

Contact information and / or references to an individual within documents emailed back to provided recipients
TRANSFER MECHANISM
Automated email

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM
Automated archiving

ENTERPRISE VAULT
Email archiving

CONNECTWISE
Business Management System hosted on MS Azure within EEU

Contact details relating to support request
TRANSFER MECHANISM
Keyed and populated from ConnectWise data

SUPPORT TICKETS

Contact details relating to support request
TRANSFER MECHANISM
Automated from support ticket

SMILEBACK
Feedback

If a support issue needs to be escalated to a product vendor/associate for resolution, for example Veritas or Microsoft, the controller and/or data subject will be advised that their details will be passed on and kept to an absolute minimum.

Netbackup support is provided via a trusted associate, Harbor.

VENDOR/ASSOCIATE ESCALATION

Contact details relating to support request
TRANSFER MECHANISM
Keyed or Verbal

CUSTOMER DOCUMENTS

EMAIL and attachments

TRANSFER MECHANISM
Emails and documents that are processed by the service (service specific) may contain PII

TRANSFER MECHANISM via ConnectWise

TRANSFER MECHANISM via ConnectWise

TRANSFER MECHANISM
via service and typically encrypted in transit and at rest

Finance Contact details
TRANSFER MECHANISM
Automated

Contact details relating to requester
TRANSFER MECHANISM
Keyed via ConnectWise SELL

QUOTE FOR SERVICE

Contact details relating to requester
TRANSFER MECHANISM
Automated email

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM
Automated archiving

ENTERPRISE VAULT
Email archiving

Fuse Technology Limited
SMC team
Sydney, Australia.

Vidette
Associate

UK, UAE,
South Africa

Login data, data processed by subscribed service

INVOICE, PURCHASE ORDERS, & CREDITS

Finance Contact details
TRANSFER MECHANISM
API connection

FINANCE/MANAGEMENT ACCOUNTS SOFTWARE

Finance Contact details
TRANSFER MECHANISM
Automated

Email content, sender and recipient information
TRANSFER MECHANISM
Automated archiving

EMAIL to relevant parties

ENTERPRISE VAULT
Email archiving

Technical and Organisation security Measures
ISO27001 certified Information Security Management System with access control on "who needs to know, minimum rights" basis.
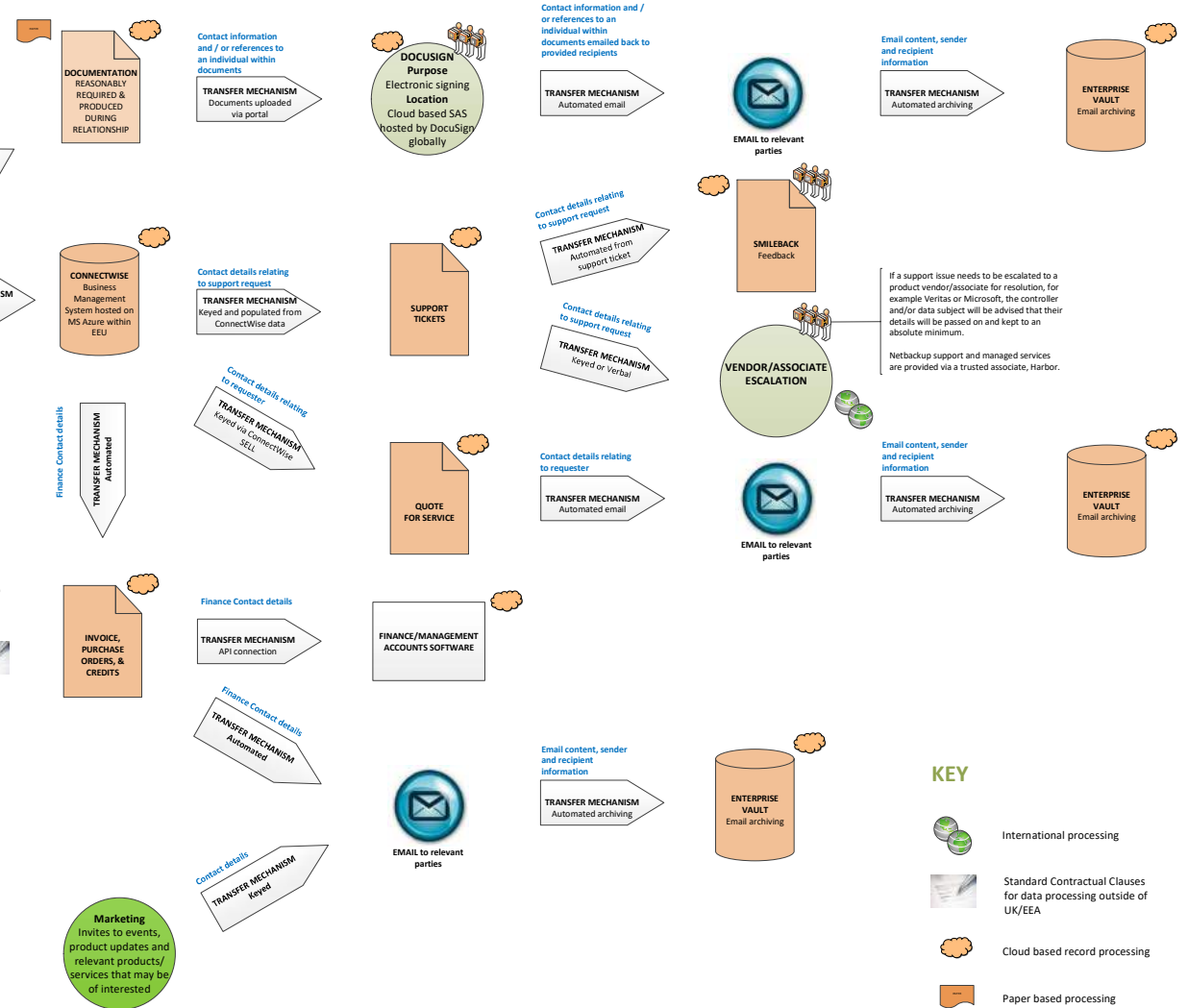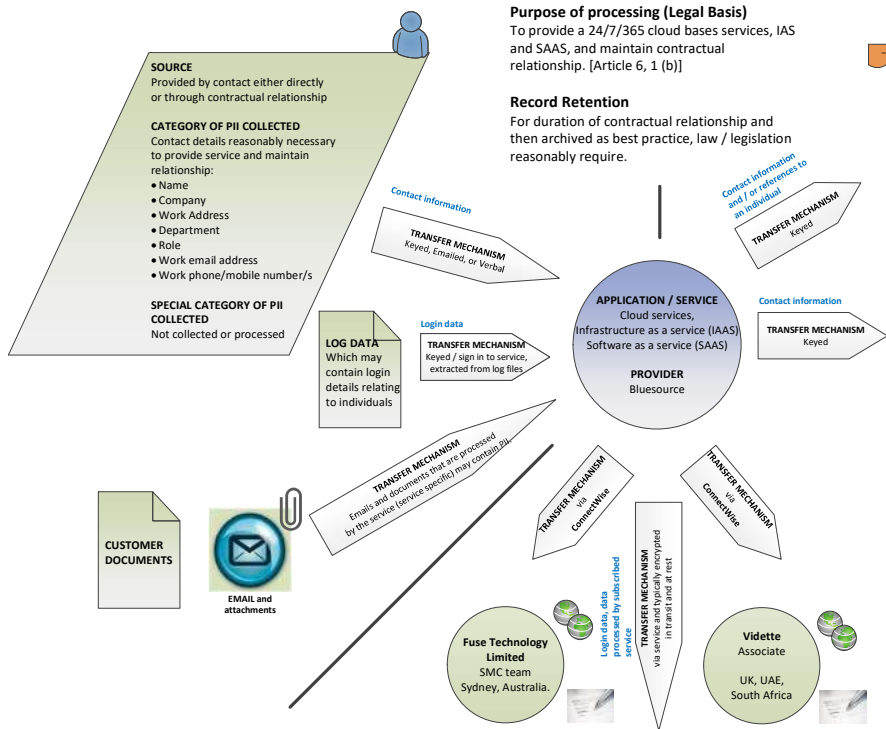
Privacy Policy.

Contractual and confidentiality agreements with associates and suppliers.

Location of storage and processing
PII stored and processed in either paper or electronic format within applicable software, and/or Office365 (including MS SharePoint). Software and storage hosted on cloud based infrastructure, restricted wherever possible to EEU data centres, as with MS Azure.

How and where is it stored ?

IAAS

Cloud storage

SAS

TRANSFER MECHANISM
Via Vendor data collection in software

Whilst bluesource endeavour to provide IAAS and SAAS solutions using datacentres based in the EEU, customers may access and process their data hosted by the service, including PII, from outside the EEU. This is beyond bluesource's control as data processor.

VENDOR DATA COLLECION
Licensing compliance, Login information, Security, statistics

SAS and IAS solutions may collect statistical information on usage and process information necessary for licensing compliance, security and other reasonably necessary reasons connected in the provision and management of the service. Such information may be transmitted by the software back to the vendor, such as Microsoft for Azure and MS usage, or Veritas for EV, NBU and other Veritas software.

Marketing
Invites to events, product updates and relevant products/ services that may be of interest

Contact details
TRANSFER MECHANISM
Keyed

KEY

International processing

Standard Contractual Clauses for data processing outside of UK/EEA

Cloud based record processing

Paper based processing

Data Subject / Controller

Supplier based processing

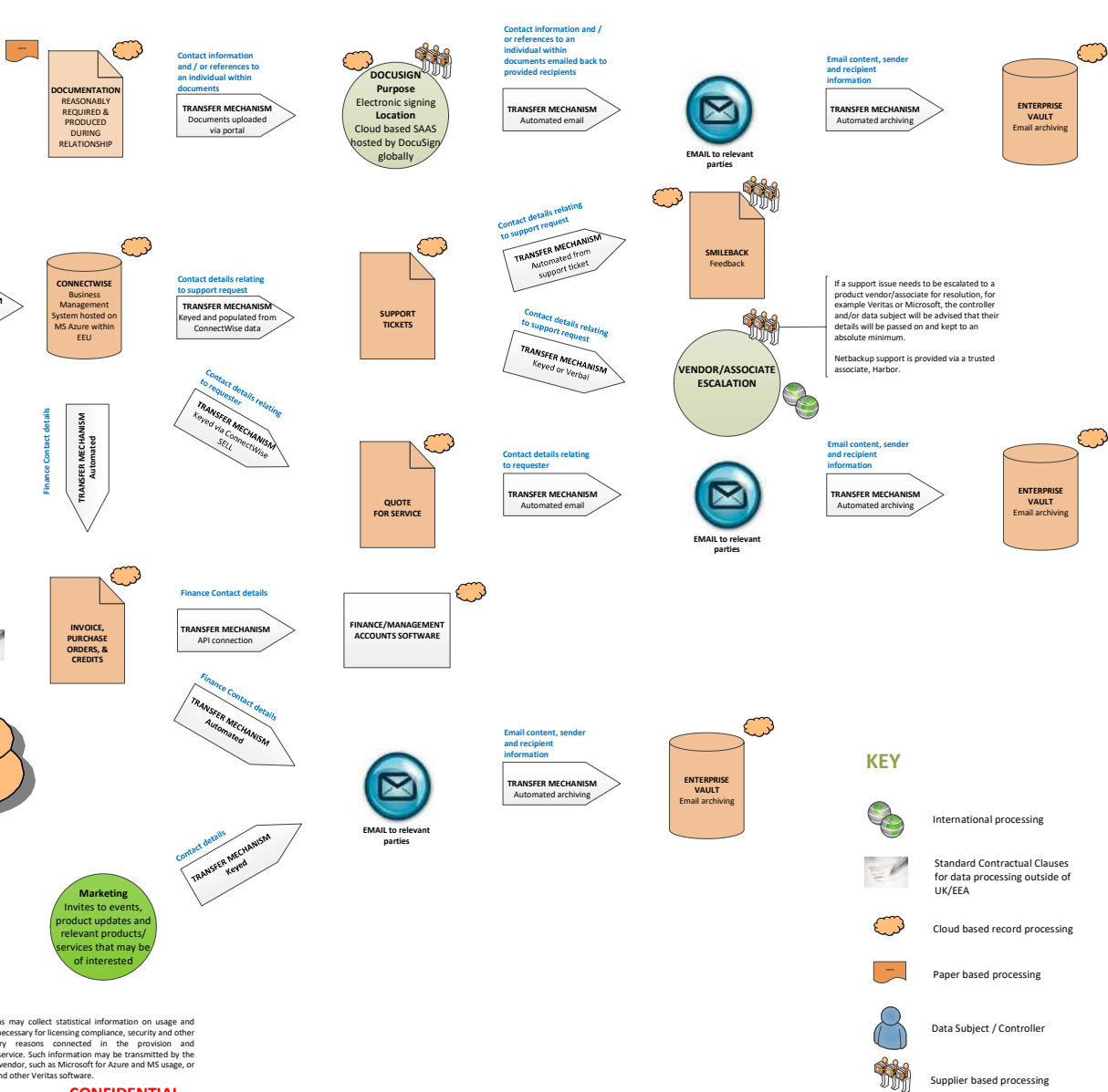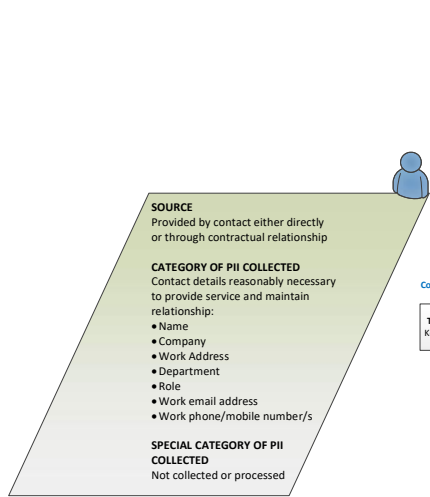**CONFIDENTIAL**

GDPR DPIA – Service Data Mapping

CONSULTING, e.g. Professional Services, bUS, Consulting Bundle, etc.

Where is PII sourced from and what is collected ?

Where is PII extracted/processed/transferred to ?

Purpose of processing (Legal Basis)
To provide consultancy services and maintain contractual relationship. [Article 6, 1 (b)]

Record Retention
For duration of contractual relationship and then archived as best practice, law / legislation reasonably require.

SOURCE
Provided by contact either directly or through contractual relationship

CATEGORY OF PII COLLECTED
Contact details reasonably necessary to provide service and maintain relationship:
• Name
• Company
• Work Address
• Department
• Role
• Work email address
• Work phone/mobile number/s

SPECIAL CATEGORY OF PII COLLECTED
Not collected or processed

Technical and Organisation security Measures
ISO27001 certified Information Security Management System with access control on "who needs to know, minimum rights" basis.

Privacy Policy.

Contractual and confidentiality agreements with associates and suppliers.

Location of storage and processing
PII stored and processed in either paper or electronic format within applicable software, and/or Office365 (including MS SharePoint). Software and storage hosted on cloud based infrastructure, restricted wherever possible to EEU data centres, as with MS Azure.

How and where is it stored ?

APPLICATION / SERVICE
Professional Services & Updating Services

PROVIDER
Bluesource or where required, an associate partner/consultant

Contact information
TRANSFER MECHANISM Keyed, Emailed, or Verbal

Contact information
TRANSFER MECHANISM Keyed

Contact information and / or references to an individual
TRANSFER MECHANISM Keyed

DOCUMENTATION REASONABLY REQUIRED & PRODUCED DURING RELATIONSHIP

Contact information and / or references to an individual within documents
TRANSFER MECHANISM Documents uploaded via portal

DOCUSIGN
Purpose Electronic signing
Location Cloud based SAS hosted by DocuSign globally

Contact information and / or references to an individual within documents emailed back to provided recipients
TRANSFER MECHANISM Automated email

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM Automated archiving

ENTERPRISE VAULT Email archiving

CONNECTWISE Business Management System hosted on MS Azure within EEU

Contact details relating to work request
TRANSFER MECHANISM Keyed and populated from ConnectWise data

PROJECT

Contact details relating to project work if associated required to provide service
TRANSFER MECHANISM Keyed or Verbal

ASSOCIATE
Purpose Delivering service under bluesource management.

If a specialist skill is required or where additional resource is required, a trusted bluesource associate may be engaged to deliver work under the management of bluesource.

Finance Contact details
TRANSFER MECHANISM Automated

Contact details relating to requester
TRANSFER MECHANISM Keyed via ConnectWise SELL

QUOTE FOR SERVICE

Contact details relating to requester
TRANSFER MECHANISM Automated email

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM Automated archiving

ENTERPRISE VAULT Email archiving

INVOICE, PURCHASE ORDERS, & CREDITS

Finance Contact details
TRANSFER MECHANISM API connection

FINANCE/MANAGEMENT ACCOUNTS SOFTWARE

Finance Contact details
TRANSFER MECHANISM Automated

EMAIL to relevant parties

Email content, sender and recipient information
TRANSFER MECHANISM Automated archiving

ENTERPRISE VAULT Email archiving

Contact details
TRANSFER MECHANISM Keyed

Marketing
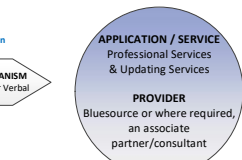Invites to events, product updates and relevant products/ services that may be of interested

KEY

- International processing
- Standard Contractual Clauses for data processing outside of UK/EEA
- Cloud based record processing
- Paper based processing
- Data Subject / Controller
- Supplier based processing