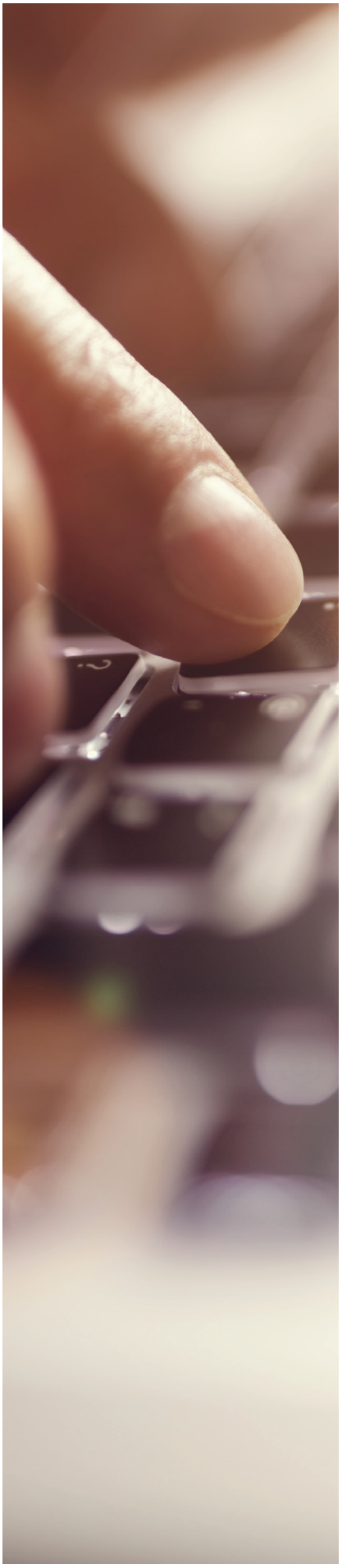
Epicor White Paper

How Epicor ERP Helps With GDPR Compliance

This document is a commentary on the GDPR and is intended to be a concise and simplified guide for organizations. The information contained in this document is not exhaustive and is for general guidance purposes only. It should not be relied upon as legal advice or to determine how the GDPR might apply to you and your company. We encourage you to work with a legally qualified professional to discuss the GDPR, how it applies specifically to your organization, and how best to ensure ongoing compliance. If you would like more information about the GDPR you can access the European Commission website at https://ec.europa.eu/commission/priorities/justice-and-fundamental-rights/data-protection/2018-reform-eu-data-protection-rules_en



Introduction

The General Data Protection Regulation (GDPR) is a new legal framework that will take effect on May 25, 2018. The purpose of the GDPR is to protect the privacy rights of individuals, and it will bring into effect strict global privacy requirements that will govern how organizations manage and protect personal data—regardless of where data is sent, stored, or processed.

The GDPR is a major change that affects how data relating to an individual should be handled and may impact every department across many businesses worldwide. It will not only affect companies, but also any individual, authority, agency, corporation, or other entity that processes personal data of individuals based in the European Union. For a company, this may include any suppliers and other third parties that may process personal data.

Key Changes with GDPR

Individuals have the right to:

- Access personal data
- Correct errors in personal data
- Erase personal data
- Object to processing of personal data
- Export personal data

Organizations need to:

Notify and Control

- Notify authorities of personal data breaches
- Obtain appropriate consents for processing data
- Keep records detailing data processing
- Protect personal data

Train and Manage

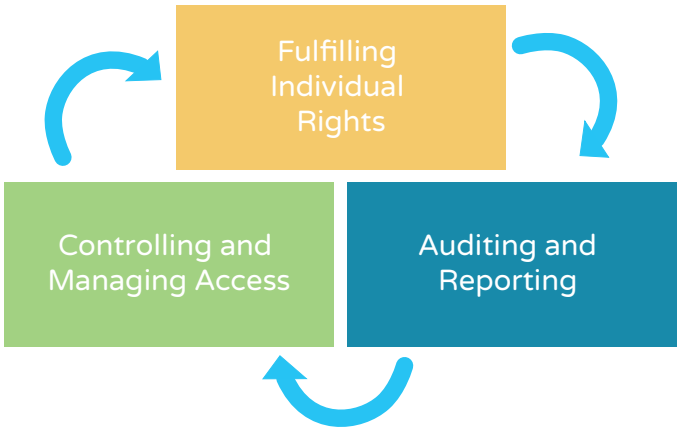
- Train privacy employees and privacy personnel
- Audit and update data policies
- Employ a data protection officer (if required)
- Create and manage compliant vendor contracts

Transparent Policies

- Provide clear notice of data collection
- Define data retention and deletion policies
- Outline processing purposes and use cases

All of these rights may have a significant impact on your business, and the journey to meeting the obligations of GDPR may seem challenging. This document is focused on the capabilities of Epicor ERP version 10 or higher and will provide you with information on a number of standard tools and capabilities that can help you respond to the requirements of the GDPR—whether it is working to fulfill a request for information or monitoring regular activity within the system.

Epicor ERP



Individual Rights

Request for access

Access that you may receive from an individual can be actioned with the help of system reports, dashboards, and Business Activity Queries (BAQs). You can use BAQs to generate SSRS reports, make quick searches, or view results in a dashboard. Using the BAQ Designer, you can create personalized queries or copy and amend standard queries that will help you fulfill a request for information.

Request for correction

Personal data that you hold on an individual can be actioned using standard functionality available within Epicor ERP forms. Any updates made to key personal information may also be traced and tracked using logging and auditing capabilities.

Request for deletion

Deleting an individual's personal data may be achieved using standard delete functionality. In some cases, historical data may require direct database access. Please note that it is important that a full evaluation is undertaken for any legislative requirements to retain the data before personal data is deleted.

Request to restrict processing

Requests for personal data can be made by using Check/Uncheck flags available on master files. This will allow control on how the personal data is then used going forward. An alternate approach could be by assigning customers to a restricted territory.

Request to transfer data

Data transfers may be achieved in a number of ways. If the request is to provide the data in an electronic format, Epicor Service Connect or REST capabilities may be used along with BAQs. Alternatively, reports can be generated that could be printed.

Controlling and Managing Access

In addition to an individual's rights for access to information, the GDPR brings additional legislation that ensures an individual's data is appropriately managed and protected. Epicor ERP has a number of standard capabilities that will help you meet your obligations under the GDPR.

An important step when evaluating readiness and compliance with the GDPR is to ensure that you are appropriately managing security and access to your systems. Epicor ERP provides both user- and field-level security as standard—with the flexibility to manage and control access using industry standard tools and capabilities—as well as Epicor ERP 10 application access restriction tools.

Epicor ERP 10 provides comprehensive management of user, process, and data security settings so that you can restrict data and application accessibility as needed. You can grant access at user and group levels for all security objects including forms, fields, reports, menus, and method calls. Data tier security is also available for both tables and columns. There is also an option to use Microsoft Windows® Authentication to support a Windows single-sign-on and password policy if you are using Epicor ERP 10.1 or higher. Epicor ERP 10 provides the following security management capabilities as standard:

Access security

This verifies that whomever—or whatever—is attempting to access the application server is permitted to do so. This includes login security to the menu system either by entry of user ID and password or via Windows Authentication, session security—same as login security—for application components that are run directly from the desktop or other non-menu areas, and services security through Epicor ERP to help ensure that an external system may access the business logic when allowed.

Business security

This ensures that individual users and groups of users only have access to the business functions and data that they are permitted to view or update.

Application security

This helps to ensure that the business logic protects the underlying database from corruption by always ensuring that an update is valid—regardless of the source of the transaction. This is necessary in a service-based architecture since the business logic can be called from many environments—including a desktop application, external web services, browser-based clients, and other smart devices.

Database access

Microsoft SQL Server is the system used to manage the Epicor ERP 10 application databases. You can manage user permissions and access to SQL Server to ensure this core system maintains its data integrity.

Most Epicor ERP users do not need security access to the database, and you should only grant permissions to users who will help manage the Epicor databases.

For more information on controlling access and setting up SQL users and database security, please refer to the Epicor ERP System Administration Guide.

User security (authentication)

Controlling access to your business applications is one of the primary ways you can take steps to protect data—including personal data. When you authenticate the identity of users attempting to login—or call—the application, you help prevent unwanted or malicious access. It is important that you evaluate and manage user access to Epicor ERP 10 as part of your organization's general security policy process.

Authorization (interface) security

Managing who has access to application functions and data is an important part of ensuring corporate governance and security, and it also helps you meet your obligations under the GDPR. Epicor ERP standard comprehensive functionality allows you to manage and control access, and helps to manage which users need—or do not need—access to data and information within your Epicor ERP application.

You can easily control and manage security using Epicor ERP 10, and it offers the flexibility to manage both group and individual user access to functional areas, individual programs, and forms, or even specific fields. For example, you may want to prevent system-wide access, to CRM programs and data to ensure that only authorized users can access personal data held within the contact management modules. You can use the security tools to only permit access to the members of the sales and marketing team security group and further limit the ability to change data to a subset of the sales and marketing team security group.

To ensure that you can effectively govern and manage access to sensitive or personal data, Epicor ERP 10 authorization security provides you with the flexibility to:

- Prevent programs from being displayed for specific security groups and users
- Block access to a program or program function—like updating records—from wherever it can be launched
- Limit access to a specific field by using Field Security Maintenance
- Run standard security reports to display current access rights and review user activity

For more information on setting up user security, please refer to the Epicor ERP System Administration Guide.

In addition, logs and audit capabilities ensure that any updates and changes can be traced, as well as providing ongoing monitoring and tracking.

Auditing and Reporting

Epicor ERP 10 can help you manage and track the activities and data within your system using standard reporting and auditing capabilities. These logs and audit files will help you review processing from a number of application areas that may involve the capturing or changing of personal data. Examples include:

Change Logs

These allow you to view changes made to certain records in the database and can support you if you need to track changes made to personal data within your application. The Change Log can provide you with a complete list of changes made to certain parts of the sales orders, purchase orders, quotes, jobs, customers, suppliers, parts, and labor. Users can also be prompted for audit notes of why changes have been made. You are also able to create notifications from Change Log events using Epicor Business Activity Management (BAM).

Audit Logs

These provide a permanent audit trail of access and changes within the system. By using the audit logs, you can validate what is actually happening, as well as monitor the preventive controls and processes intended to help ensure transactional validity. The combination of preventive controls with continuous monitoring gives executives and auditors the confidence to attest to financial results and associated IT controls. Data Audit Logs help you meet the compliance required under the GDPR and other regulations such as FDA Title 21, CFR Part 11, HIPAA, Basel II, and more.

System Activity Logs

The System Activity Log dashboard helps you easily navigate activities and monitor who has accessed the system. It also lets you monitor login failures—which can be useful to check for any potential hacking activity.

For more information on the Logs available, please refer to the Epicor ERP System Administration Guide.

Finding More Information

Epicor is committed to assisting its customers in complying with the various requirements applicable to their business—including GDPR.

More information on GDPR can be found on epicor.com. In addition, product-specific guidance is being prepared and will be made available via the EpicCare knowledge base.

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software designed to fit the precise needs of our manufacturing, distribution, retail, and service industry customers. More than 45 years of experience with our customers' unique business processes and operational requirements are built into every solution—in the cloud or on premises. With this deep understanding of your industry, Epicor solutions dramatically improve performance and profitability while easing complexity so you can focus on growth. For more information, connect with Epicor or visit www.epicor.com.

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