



Jive and GDPR Compliance

On 25 May 2018, the General Data Protection Regulation (GDPR) takes effect in the European Union (EU). The new regulation imposes broad new data privacy protections for EU individuals and applies to any company that collects or handles EU personal data, regardless of the company's location.

Jive is committed to helping our customers comply with the GDPR through privacy and security protections in our products and services.

Below, we describe the steps we're taking to implement GDPR-compliant functionality in our Jive product. The new features will be supported in Jive cloud, hosted, and on-premise software deployments before the GDPR comes into effect.

How Jive Addresses GDPR Requirements

Jive has organized a multi-level approach to assist you with GDPR product compliance requirements:

- **Level I** - Addressing core infrastructure requirements around encryption, backups, and data retention.
- **Level II** - Addressing additional GDPR requirements through updates to existing APIs.
- **Level III** - Addressing remaining GDPR product requirements through user interface (UI) updates.

Level I - Infrastructure

Key GDPR Requirement	Jive Product Capabilities and Enhancements
Encryption-at-rest of Personal Data	<p>Cloud and Hosted Communities</p> <p>Jive Data Centers</p> <p>The data centers where your information is currently hosted by us have multiple security controls which are discussed in white papers that your Account Manager may provide upon request. At a high level, these controls are validated as part of our ISO 27001 and SOC 2 controls, which are externally audited and certified on an annual basis. These controls mitigate the risk of your data being recovered from a physical hard drive if it is stolen by</p> <ol style="list-style-type: none"> 1. Having strong life-cycle management of the storage arrays 2. Controlling physical access to them. <p>Amazon Web Services Cloud</p> <p>Once migrated from the Jive data centers to the Amazon Web Service (AWS) Cloud, customer instances will benefit from encryption-at-rest by default. The migration is planned to happen during 2018. Customers who would like a bridge solution that incorporates encryption at rest before their migration to AWS, should contact their Account Manager to find out about our current encryption at rest sales offering.</p> <ol style="list-style-type: none"> 1. Having strong life-cycle management of the storage arrays 2. Controlling physical access to them. <p>On-Premise Customers</p> <p>On-premise customers are responsible for the security of their Jive installation and data.</p>
Encryption-in-transit of Personal Data	<p>Jive already encrypts all traffic between cloud/hosted/on-premise servers and users' web browsers, as well as between Jive servers and third party services/ software.</p> <p>Jive's internal server-to-server communications is protected through network isolation for each customer's server cluster</p>
Individual's Right - Data Retention	Jive customers can already remove data when necessary using the existing APIs or existing user interface.
Data Backups	Jive performs backups on the following schedule: daily for 7 days, weekly for 5 weeks, and monthly for 3 months.
Privacy by Design	Jive will update its development processes to include data privacy reviews during architecture, design, implementation, and testing.
Data Mapping / Data Inventory	As part of our privacy-by-design measures, Jive will internally document where personal data is used within different Jive components.

Level II - APIs

Key GDPR Requirement	Jive Product Capabilities and Enhancements
Individual's Right to Access and Review	Jive provides an existing API to download a profile in JSON.
Individual's Right to Update Data	<p>Jive provides an existing API to update user profiles.</p> <p>Jive will update the existing API in the upcoming versions to handle certain fields that cannot be updated via the API today and can only be updated through the user interface (e.g. username). Furthermore, the existing API will leverage the data mapping of personal data to ensure that all subsystems properly reflect the changes to personal data.</p>
Individual's Right - Data Portability	Jive provides an existing API to download a user profile as well as any associated user content into a JSON format with additional links to any uploaded files.
Individual's Right - Commonly Used Format	Jive uses JSON as a common format, which is standard across the software industry as well as human readable.
Individual's Right to Erasure	<p>Jive provides an existing API to delete a user.</p> <p>Jive will update the existing API in the upcoming versions with new functionality to provide greater flexibility:</p> <ul style="list-style-type: none">• Soft-delete: This option will delete a user's personal data without deleting the content associated to the user. This may be useful in preserving corporate memory or complying with other regulations around data retention.• @mentions: This option will scrub all @mentions of a given user. This can be achieved with existing APIs, but will be much easier with this new option.• Delete propagation: Jive has created and will maintain a data mapping of personal data to ensure that personal data is properly removed from all of Jive's subsystems.
Individual's Right - Consent	<p>Jive provides an API to allow an individual's consent to be automated.</p> <p>Jive provides existing user interface functionality for a "Terms and Conditions" screen. An administrator may enable this functionality and include a privacy statement from your company that describes why you need to collect personal data and request consent for the collection, processing, and use of personal data.</p>

Level III - APIs

Key GDPR Requirement	Jive Product Capabilities and Enhancements
Consent to use Cookies	Jive will create a new cookie banner to notify users that Jive uses cookies.

Jive Software Delivery

Deployment Type	Jive Software Version	Target Availability Date
Cloud	2016.3.10 and 2018.1	Prior to 25 May 2018
Hosted & On-Premise	9.0.4	30 March 2018

Cloud Communities

Similar to deploying new software functionality, Jive will introduce these features and capabilities during a cloud upgrade for clients utilizing Jive's data centers, as well as those who have migrated to the new AWS infrastructure. Updates will occur prior to 25 May 2018.

On-Premise and Hosted Communities

To take advantage of these features and capabilities, via updated APIs, an upgrade to Jive version 9.0.4 is required. For customers on Jive version 9.0 or greater, this upgrade is available without an additional license fee, however, a Professional Services package may apply if assistance is required.

Customers on Jive versions prior to 9.0, will need to undergo an upgrade to version 9.0.4 in order to take advantage of GDPR compliance product features. License and Professional Services fees apply if assistance is required.

In addition to a complimentary annual managed customer upgrade, Aurea Platinum support customers will also benefit from the Platinum Data Protect Services outlined in the below section. To schedule your upgrade, please contact your Account Manager.

Platinum Data Protect Services

While a Community Administrator may perform many GDPR-related functions manually in the Admin Console, we offer a series of services, for cloud and hosted communities, to improve your flexibility and ease of GDPR compliance.

The following table describes additional GDPR-related services that you may access as part of your Aurea Platinum Support package.

Service	Description
Individual's Right - Data Portability: Quick Download	<p>Cloud and Hosted Communities</p> <p>Jive will create a zip file containing a JSON formatted file with a user's profile information, their associated Jive content and their associated files.</p> <p>This allows you to quickly access and manage the information you provide to your users upon their requests for data portability.</p>
Individual's Right to Erasure: Soft Delete	<p>Cloud and Hosted Communities</p> <p>Jive will clear a user's profile and anonymize @mention references to that person throughout your Jive databases while leaving their associated content in-place.</p> <p>This helps in cases where you need to retain certain content from a user that would otherwise have been deleted using the existing Delete User functionality.</p>

Aurea Platinum Support customers may submit a ticket through the Customer Support Portal at any time to request these services be performed. We estimate that the request will take 2 weeks to be resolved.

We're Here to Help

Our Professional Services team is available to assist you with customizations or configurations needed for your GDPR compliance undertakings. Customization or configurations are not automatically covered by our GDPR product compliance program and maintenance services. You may require a separate Professional Services engagement to assist you with making the necessary product changes to facilitate your specific GDPR compliance needs.

Contact Us

If you have any additional questions or would like to schedule your upgrade, please contact your Account Manager.

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