

Enhancing Data Protection through Compliant ROPA in AdriaScan



ABOUT AdriaScan

AdriaScan specializes in cutting-edge software solutions for data capture and document authentication from various personal and travel documents, establishing itself as a reliable service provider for ID scanning systems.

The company employs around 35 employees organized into 6 departments with headquarters in Zagreb and branch offices in Doha, Jakarta, Kochin, Novi Sad, and Cancun.

LONG STORY SHORT

AdriaScan recognized the importance of aligning its internal processes with GDPR and sought to ensure compliance within its data processing practices.

The previous reliance on Excel spreadsheets for handling personal data proved unsustainable over time, lacking the necessary controls over changes and updates. Furthermore, the **fragmented approach** to handling personal data across their systems posed significant challenges and privacy risks.

After carefully considering their options for managing personal data across internal functions such as HR, Legal, Finance, and IT, **implementation of privacy management software** represented the most sophisticated and effective solution to bring their processing into compliance.

CHALLENGES

- Incomplete ROPA
- Tracking changes in processing activities
- Lack of overview of important information about processing activities

BENEFITS

- Compliant ROPA
- Improved operational efficiency
- Overview of all data processing activities
- Reduced privacy risks

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CHALLENGES IGNITING INNOVATION

As a company operating in a data-intensive environment, AdriaScan faced significant challenges in achieving and maintaining GDPR compliance. The overarching problem was a lack of efficient methods to ensure that their data processing activities were updated and adhered to the regulations. Specifically, the following issues were identified:

- **Inefficient Record-Keeping.** AdriaScan grappled with the manual and inefficient maintenance of records of processing activities with insufficient functionalities to track associated risks and to create, edit, and (de)activate processing activities
- **Lack of cooperation between various departments,** including Data Protection Officer, Legal Services, IT, HR, and Marketing, hindered the division of responsibilities and ownership of data processing activities.
- **Technical limitations** of Excel made it difficult to gain an overview of processing activities, track changes, or administer applicable laws and data retention policies.
- **Operational Inefficiencies.** A lack of organized and up-to-date ROPA can result in operational inefficiencies. This may include challenges in managing data requests from individuals, responding to regulatory inquiries, and adapting to changes in data processing practices.
- **Difficulty in Demonstrating Accountability.** Maintaining a robust ROPA is a key element in demonstrating accountability in data processing. Without a clear record of processing activities, the company can struggle to show regulatory authorities that it is taking appropriate measures to protect personal data.
- **Non-Compliance with Data Protection Regulations.** Keeping an accurate and complete ROPA is a legal requirement under data protection regulations such as the General Data Protection Regulation (GDPR). Failure to comply with these regulations can result in fines and legal consequences.

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RESULTS

DPM Data Processing Inventory proved to align perfectly with AdriaScan's needs. The implementation of the solution that addressed GDPR challenges yielded profound results impacting the organization in multiple ways:

Enhanced Compliance

- AdriaScan achieved a remarkable level of GDPR compliance across its data processing activities. Implementing the **Data Processing Inventory module** significantly improved their ability to maintain compliant ROPA, departing from previous inefficient practices.

Overview of Processing Activities

- The Module offered a visual dashboard that presented a comprehensive overview of their processing activities, enabling various roles to efficiently manage Records of Processing Activities (ROPA). This, not only distributed compliance accountability across the team, but also mitigated the risk associated with key personnel turnover.

Actionable Insight

- Keeping ROPA in a manner that allows the administration of applicable laws and policies directly to the relevant data sets and the ability to define data retention policies for each data category.

Cross-departmental collaboration

- The Module documents data processing activities carried out by various departments, including Marketing, HR, Legal, and IT, as part of their daily operations, enabling collaborative efforts.

One central place

- Data Privacy Manager serves as a log of all data processing activities, with assigned associated risks and outlined legal basis for each activity. It offers in-depth insights into the organization's data processing practices and compliance status, making it a valuable tool for demonstrating and ensuring regulatory compliance.



Implementing the Data Processing Inventory module was a game-changer for us. We tackled issues of incomplete and outdated Records of Processing Activities (ROPA) and gained a comprehensive overview of all processing information. DPM has enabled us with the tool and clarity needed to navigate records on personal data and elevate GDPR compliance.

Marko Antić
Chief Operating Officer
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LESSONS LEARNED

AdriaScan's journey was not without lessons learned. The case study illuminated the importance of collaboration, automation, and continuous monitoring in data protection.

The benefits included streamlined internal processes and better data management. AdriaScan significantly reduced privacy-related risks and fostered a culture of data protection and transparency.

ABOUT DATA PRIVACY MANAGER

- Innovative **SaaS platform** for privacy automation at scale
- **4 products and 11 modules**, each addressing one of the key compliance challenges
- Strong research team developing **cutting-edge proprietary technology**
- Focused on **continuous improvement** of the product with a clear long-term vision
- Made and hosted in the EU

Gartner

2019, 2020, 2022 Market guide for Consent and Preference Management

FORRESTER

2020 Forrester wave for Privacy management software

Now Tech: Privacy Management Software, Q3 2021

