



Jive and GDPR Compliance

On 25 May 2018, the General Data Protection Regulation (GDPR) took 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 taken to implement GDPR-compliant functionality in our Jive product. These features are supported in Jive cloud, hosted, and on-premise software deployments.

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 GDPR requirements through APIs.
- **Level III** - Addressing GDPR 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>Cloud and hosted customers benefit from encryption-at-rest by default in the Amazon Web Services cloud.</p> <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 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	<p>Jive customers can remove data when necessary using the existing APIs or existing user interface.</p>
Data Backups	<p>Jive performs daily backups of Cloud and Hosted Jive systems.</p>
Privacy by Design	<p>Jive's development processes include reviews during various stages like design, implementation, and testing.</p>
Data Mapping / Data Inventory	<p>Jive internally documented where personal data is used within the Jive system.</p>

Level II - APIs

Key GDPR Requirement	Jive Product Capabilities and Enhancements
Individual's Right to Access and Review	Jive provides an API to download a profile in JSON format.
Individual's Right to Update Data	Jive provides an API to update user profiles through the Update Person and other endpoints in the /people category. Data mapping of personal data ensures that all subsystems reflect the changes to personal data.
Individual's Right - Data Portability	Jive provides an API to download a user profile as well as any associated user content into a JSON format with links to any uploaded files.
Individual's Right - Commonly Used Format	Jive uses JSON as a format, which is a humanly readable format, commonly used across the software industry.
Individual's Right to Erasure	Jive provides an API to delete a user which includes functionality like: <ul style="list-style-type: none">• Soft-delete: allows deleting a user's personal data without deleting the content associated with the user. This helps preserve corporate memory, and comply with other regulations around data retention.• @mentions delete: scrubs all @mentions of a given user using delete functions of the person endpoint.• Delete propagation: data mapping of personal data ensures that such data is properly removed from all Jive subsystems.
Individual's Right - Consent	Jive provides an API to allow an individual's consent to be automated. Jive provides 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.

Level III - User Interface

Key GDPR Requirement	Jive Product Capabilities and Enhancements
Consent to use Cookies	Jive provides the option to enable a cookie banner to notify users that Jive uses cookies.

Jive Software Required Versions

Deployment Type	Jive Software Version
Cloud	2018.1 or later
Hosted & On-Premise	9.0.4 or later

Cloud Communities

All Cloud Communities are running versions later than 2018.1.

On-Premise and Hosted Communities

To take advantage of these features and capabilities, Jive version 9.0.4 or later is required. Customers on Jive version 9.0 or greater can upgrade without an additional license fee, however, a Professional Services package may be needed 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, Platinum support customers will also benefit from the Platinum Data Protect Services outlined in the below section. To schedule your upgrade, please contact us.

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 Platinum Support package.

Service	Description
Individual's Right to Erasure: Soft Delete	Cloud and Hosted Communities 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. 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.

Platinum Support customers may submit a ticket through the Customer Support Portal at any time to request these services be performed.

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 the Sales department at: sales@ignitetech.com.

Jive is the leading provider of modern communication and collaboration solutions for business. For more information, visit jivesoftware.com.

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