

# NetSupport ServiceDesk and GDPR Compliance

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## Introduction

The **EU General Data Protection Regulation ("GDPR")** comes into force across the European Union on 25<sup>th</sup> May 2018 and brings with it the most significant changes to data protection law in two decades. Based on privacy by design and taking a risk-based approach, the GDPR has been designed to meet the requirements of the digital age.

A NetSupport ServiceDesk installation does store and process personal data and, as such, is impacted by GDPR. This document will provide you with all the information you need pertaining to the NetSupport ServiceDesk Product to ensure that personal data is processed in accordance with GDPR.

## How does NetSupport ServiceDesk process personal data?

NetSupport ServiceDesk can be configured to integrate with an on-premise Active Directory. If this is configured, then NetSupport ServiceDesk will read the contact details for all the users specified from the Active Directory and store these in the ServiceDesk database.

NetSupport ServiceDesk is used to track and manage communication with customers regarding any items reported to the service desk and, as such, can be configured to automatically track emails. Details of any other communication can also be manually recorded. All the recorded information is stored in the NetSupport ServiceDesk database.

NetSupport ServiceDesk can also be configured to record any custom information into any number of custom data fields. This user-defined content can be any kind of data.

All the information stored in the NetSupport ServiceDesk database can be formatted and displayed in the user's browser or used to provide notifications by email.

## Where is the personal data stored?

NetSupport ServiceDesk is an on-premise solution and, as such, runs on servers located at the organisation. The data stored in NetSupport ServiceDesk is stored in a SQL server database that is either installed as part of the installation, or a pre-existing SQL database server. Where the SQL database server is installed as part of the NetSupport ServiceDesk installation, any direct access to the database is restricted by the security policies built into Microsoft SQL Server. Where a pre-existing SQL server is used, then the access is controlled by the security policy in place for the pre-existing SQL server.

## What data is collected and stored?

The table below lists all of the personal information that is stored in the NetSupport ServiceDesk database.

Name	Purpose	Legal Grounds	Sensitivity	Collection
Name	Identification	Legitimate interests	Personal Data	Automatically collected
Logon Name	Identification	Legitimate interests	Personal Data	Automatically collected
Email Address	Communication	Legitimate interests	Personal Data	Optional Data
Phone Number	Communication	Other	Personal Data	Optional Data
Mobile Phone Number	Communication	Other	Personal Data	Optional Data
Department	Identification	Other	Personal Data	Optional Data
Organisation name	Identification	Other	Personal Data	Optional Data
Emails	Communication	Legitimate interests	Personal Data	Automatically collected

NetSupport ServiceDesk also allows customers to define their own data fields – and these data fields could contain personal data.

## NetSupport ServiceDesk and the GDPR data subject rights

### The right to be informed

Individuals have the right to be informed about the collection and use of their personal data. This is a key transparency requirement under the GDPR. For further information and guidance see <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-be-informed/>

When using NetSupport ServiceDesk, you should ensure that your customers are made aware of your requirement to record their details. This should be part of your Privacy Policy.

### The right of access

Under GDPR, individuals have the right to access their personal data. This allows individuals to be aware of and verify the lawfulness of the processing.

See <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/>

If a data subject requests access to all the personal data held about them, NetSupport ServiceDesk provides an Export facility that can be used to export all the data relating to a contact in the database. If this is not available in your current version, then the NetSupport Technical Support team can provide you with a script to export this data.

### The right to rectification

Under Article 16 of the GDPR, individuals have the right to have inaccurate personal data rectified.

See <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-rectification/>

If you are contacted with a request to rectify information, all information can be updated manually by using the NetSupport ServiceDesk. If the information is updated in the Active Directory and your NetSupport ServiceDesk is configured to synchronise with this, then the ServiceDesk information will be automatically updated.

## The right to erasure

Under Article 17 of the GDPR, individuals have the right to have personal data erased. This is also known as the 'right to be forgotten'. The right is not absolute and only applies in certain circumstances. For information on when this right is applicable see the ICO guidance at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-erasure/>

When a user is deleted from NetSupport ServiceDesk, the user's details are still recorded to allow for constancy of historical data. To completely purge a deleted user, the latest release of NetSupport ServiceDesk includes a feature in the database configuration to do this. For those using older versions, our Technical Support team can provide you with a database script to fully remove any deleted data.

## The right to restrict processing

Article 18 of the GDPR gives individuals the right to restrict the processing of their personal data in certain circumstances. The right is not absolute and only applies in certain circumstances. In most cases, you will not be required to restrict an individual's personal data indefinitely, but will need to have the restriction in place for a certain period of time.

See <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-restrict-processing/>

NetSupport ServiceDesk does not automatically collect any data. All personal data is stored as either a manual action on the part of the ServiceDesk user or as a result of sending an email to the ServiceDesk.

## The right to data portability

The right to data portability only applies:

- to personal data an individual has provided to a controller;
- where the processing is based on the individual's consent or for the performance of a contract; and
- when processing is carried out by automated means.

See <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-data-portability/>

This would not apply to any data processed by NetSupport ServiceDesk.

## The right to object

The Guidance from the ICO states that

“Individuals must have an objection on “grounds relating to his or her particular situation” And that you must stop processing the personal data unless, You can demonstrate compelling legitimate grounds for the processing, which override the interests, rights and freedoms of the individual; “

See <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-object/>

NetSupport ServiceDesk does not automatically collect any data and all personal data is only stored as either a manual Acton on the art of the ServiceDesk user or as a result of sending an email to the ServiceDesk.

## Rights in relation to automated decision making and profiling

The GDPR has provisions on:

- automated individual decision-making (making a decision solely by automated means without any human involvement); and
- profiling (automated processing of personal data to evaluate certain things about an individual). Profiling can be part of an automated decision-making process.

See <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/rights-related-to-automated-decision-making-including-profiling/>

NetSupport ServiceDesk does not perform any automated decision making.

## Some common questions

### Is NetSupport the data processor or the data controller?

For a customer using NetSupport ServiceDesk, NetSupport does not have access to any of your data. Once the product is installed, all the data is stored locally on your servers. Therefore, within the context of NetSupport ServiceDesk, NetSupport is neither the data controller nor the data processor.

### Does NetSupport ServiceDesk process personal data?

Personal information associated with individuals can be stored and processed by NetSupport ServiceDesk. Therefore, the rules of GDPR apply to its use. As NetSupport ServiceDesk is an on-premise solution, the data is stored locally.

### Does NetSupport ServiceDesk process sensitive data?

NetSupport ServiceDesk can store any kind of information from text-based to images and attachments. If your organisation collects sensitive data as part of your NetSupport ServiceDesk function, then this could be stored in the NetSupport ServiceDesk product.



If you have any further questions regarding this document or any other queries regarding NetSupport ServiceDesk, please contact us

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