Virtustream and the GDPR
VIRTUSTREAM AND THE GENERAL DATA PROTECTION REGULATION (GDPR)

The EU General Data Protection Regulation (GDPR) is a new regulation ([EU] 2016/679) intended to strengthen and unify data privacy rights for European Union data subjects. It replaces the EU Data Protection Directive (95/46/EC) with one EU regulation effective May 25, 2018. The GDPR includes much of what was in the former Directive but with some new requirements and has broader application than existing EU privacy laws.

Under the provisions of the GDPR, Virtustream, a Dell Technologies business, may be a data processor that processes personal data on behalf of the data controller that offers goods and services to data subjects (i.e. individuals) who are residents in the EU. Virtustream cloud services and software will be ready to comply with GDPR when it becomes effective on May 25, 2018.

Virtustream Helps Customers Better Manage Security and Privacy Risk

Virtustream closely partners with Dell’s Global Privacy Office to protect the privacy of our customers located around the world. Dell’s global privacy program is focused on ensuring the proper use and disclosure of our customers’ personal data, as well as, fostering a culture that values privacy through awareness.

High Risk Obligations

Outlined below is a summary of some of the high risk GDPR obligations that Virtustream can assist an organization with in their quest to manage risk more effectively and efficiently.

Data Security and Incident Management

Data security and incident management requires an organization to have appropriate technical and organizational security controls and procedures in place to secure data subjects’ personal data that they are processing as well as notify the affected data subjects and/or an EU supervisory authority in the event of a data breach that is likely to result in a high risk to the rights and freedoms of data subjects.
Accountability Principle
Accountability principle essentially means an organization must demonstrate that they comply with the GDPR data protection principles.

Virtustream cloud services and software that help organizations address GDPR compliance obligations in this area include:

- **Virtustream Enterprise Cloud / Virtustream Healthcare Cloud** have been assessed by a retained independent audit firm to verify that security policies and practices will be consistent with GDPR requirements when it becomes effective. As a general practice, Virtustream provides independent third party security certifications and attestation reports under non-disclosure (NDA) to enable customers to quickly verify the effective operation of specific security controls.

- **Virtustream Viewtrust** enables customers to manage and document their compliance efforts related to the provisions of the GDPR.

Data Center Locations
Virtustream offers choices for geographical location in the European Economic Area.

- Virtustream Enterprise Cloud: includes the UK, Germany, France, and the Netherlands

Visit [www.virtustream.com](http://www.virtustream.com) for a complete list of global infrastructure locations.

Contact
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The GDPR – Objectives and Scope
The GDPR addresses requirements for how personal data is stored, updated, accessed, transferred, and deleted by data controllers and processors. It includes significant penalties for violations with potential fines of up to Euro 20M or 4% of the annual turnover or revenue of an organization.

Under the GDPR, controllers are entities that acquire personal data from EU data subjects (i.e. individuals) for the purpose of offering goods and services to them or monitoring their behavior. Controllers determine, alone or with others, the purposes and means of processing personal data. Processors offer services to and process data on behalf of controllers and these processors are also subject to the GDPR. Entities can be both a controller and a processor.

The definition of personal data has been expanded under the GDPR to now include any personal identification information including, but not limited to: name, home and work addresses, phone numbers, government-issue IDs, credit card numbers, cultural/social identity, health records, financial information, as well as online artifacts such as IP addresses, cookies, and location/GPS data.

The GDPR applies to entities established within the EU as well as other entities offering goods or services to, or monitoring the behavior of, data subjects in the EU. The regulation applies directly to processors too, not just controllers, including the possibility of penalties and direct enforcement actions against processors.
The GDPR

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Dedicated to helping your business protect your employees’ and customers’ personal data

Guided by Dell’s Global Privacy Program

About Virtustream

Virtustream, a Dell Technologies business, is the enterprise-class cloud company that is trusted by organizations worldwide to migrate and run their mission-critical applications in the cloud. For enterprises, service providers and government agencies, Virtustream xStream® Cloud Management Platform and Infrastructure-as-a-Service (IaaS) meets the security, compliance, performance, efficiency and consumption-based billing requirements of complex production applications in the cloud – whether private, public or hybrid.