

# Lithium JX 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.

Lithium 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 Lithium JX product. The new features will be supported in Lithium cloud, hosted, and on-premise software deployments before the GDPR comes into effect.

## How Lithium addresses GDPR requirements

A multi-level approach has been organized 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

**Lithium product capabilities & enhancements**

Encryption-at-rest of Personal Data

### CLOUD AND HOSTED COMMUNITIES

**Lithium Data Centers** 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:

1. Having strong life-cycle management of the storage arrays
2. Controlling physical access to them.

### ON-PREMISE CUSTOMERS

On-premise customers are responsible for the security of their Lithium installation and data.

Encryption-in-transit of personal data	Lithium already encrypts all traffic between cloud/hosted/on-premise servers and users' web browsers, as well as between Lithium servers and third party services/software.  Lithium's internal server-to-server communications is protected through network isolation for each customer's server cluster.
Individual's right: data retention	Lithium customers can already remove data when necessary using the existing APIs or existing user interface.
Data backups	Lithium performs backups on the following schedule: daily for 7 days, weekly for 5 weeks, and monthly for 3 months.
Privacy by design	Lithium 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, Lithium will internally document where personal data is used within different Lithium components.

## Level II—APIs

Key GDPR requirement	Lithium product capabilities & enhancements
Individual's right to access and review	Lithium provides an existing API to download a profile in JSON.
Individual's right to update data	Lithium provides an existing API to update user profiles.  Lithium 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.
Individual's right: data portability	Lithium 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	Lithium uses JSON as a common format, which is standard across the software industry as well as human readable.
Individual's right to erasure	Lithium provides an existing API to delete a user.  Lithium will update the existing API in the upcoming versions with new functionality to provide greater flexibility: <ul style="list-style-type: none"> <li>• 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.</li> <li>• @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.</li> <li>• Delete propagation: Lithium has created and will maintain a data mapping of personal data to ensure that personal data is properly removed from all of Lithium's subsystems.</li> </ul>

Individual's right:  
consent

Lithium provides an API to allow an individual's consent to be automated.

Lithium 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

## Level III—User interface

Key GDPR requirement

[Lithium product capabilities & enhancements](#)

Consent to use cookies

Lithium will create a new cookie banner to notify users that Lithium uses cookies.

## Lithium software delivery

The above mentioned capabilities are either available today or will be made available in the upcoming software releases:

DEPLOYMENT TYPE	LITHIUM SOFTWARE VERSION	TARGET AVAILABILITY
Cloud	2016.3.10	Prior to 25 May
Hosted & On-Premise	9.0.4	30 March 2018

### CLOUD COMMUNITIES

Similar to deploying new software functionality, Lithium will introduce these features and capabilities during a cloud upgrade for clients utilizing Lithium's data centers. Updates will occur prior to 25 May 2018.

### ON-PREMISE & HOSTED COMMUNITIES

To take advantage of these features and capabilities, via updated APIs, an upgrade to Lithium version 9.0.4 is required. For customers on Lithium 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 Lithium versions prior to 9.0 will need to contact their Account Manager to take advantage of GDPR compliance product features. License and Professional Services fees apply if assistance is required.

## 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.