Tech Tip Tuesday—May 29, 2018

GDPR Compliance

Recently we have been getting some questions about GDPR Compliance and how Livery Coach fits in, so here's some information that might be helpful. Keep in mind that we are not attorneys nor specialists in the GDPR so we offer this note with no guarantee implied—you might want to do your own research or consult your own counsel.

GDPR stands for General Data Protection Regulation. It is a European Union law related to privacy that applies to data collected in the European Union. In a nutshell, it is a regulation designed to give consumers more control over their personal data, particularly as it relates to said data being shared with third parties.

A "processor of personal data" must clearly disclose what data is being collected and how, why it is being processed, how long it is being retained, and if it is being shared with any third-parties. Users have the right to request a portable copy of the data collected by a processor in a common format, and the right to have their data erased under certain circumstances.

As Livery Coach is not a hosted system, we don't collect and store "personal data", so there's nothing we can do to comply. Your customer data is stored in your own database, so you have control over what happens to it. So, while this really doesn't affect Livery Coach, it could possibly affect your business.

To the extent that you operate in the US with US customers, it is clear that GDPR does not apply. It is a European Union directive.

If you have European clients in your US database, then this is less clear. Some articles we have read say that it only applies in Europe; other articles say that it applies to citizens of the EU even in the US; and yet other articles say it applies if the person is in the EU when the data is collected.

That said, if you only use customer data to book rides, and aren't selling it or sharing it with third-parties, you probably don't have a lot to worry about.

If you want to read the actual regulations, here's a link: https://gdpr-info.eu/

And, for what it's worth, here's the Wikipedia entry: https://en.wikipedia.org/wiki/General_Data_Protection_Regulation