



Our purpose is people

Product Fact Sheet - GDPR Capabilities

Product Name UKG People Assist (Employee Case Management), incl. Knowledge Portal

Description of the product An employee portal and case management solution that empowers employees to find personalized HR information, and also enables HR to route and rapidly respond to more complex, non-routine requests.

HR processes supported

- Enable employees to find the answers to their own HR-related questions in a searchable and personalized knowledge portal, and to easily communicate with HR for more complex requests.
 - Empower Employees and Increase Satisfaction**
 - Increase HR Efficiency**
- Reduce the number of requests HR receives by email or phone, and improve HR responsiveness by routing employee requests to the right HR specialists, the first time. Easily create new processes and tailor workflows to automate HR transactions.
 - Ensure Confidential Case Management**
 - Define and Monitor KPIs to Optimize HR Service Delivery**
- Limit access and visibility to cases based on the user's role, and securely manage employee data. Track changes to employee requests, such as assignment changes and addition of notes.
 - Support Your Shared Service Center**
- Track and report on key metrics, such as SLA performance, requests by category, time to resolve, and more in order to measure and continuously improve HR service delivery performance.
- Enable Tier Zero support via the knowledge portal to reduce inbound requests. Provide HR service representatives in your HR Shared Service Center with technology to support employee requests and questions - and to measure success.

Categories of personal data supported

To be customized by each Customer, categories of personal data may include:

- Personal identification data (name, title, private address, phone numbers ...);
- Electronic identification data (IP addresses, cookies, connection times);
- Personal details (age, sex, date of birth, place of birth, marital status and nationality);
 - Immigration status;
 - Professional qualifications;
 - Current and end of employment;
 - Presence and discipline;
- Salary (payments and deductions, salary, commissions, bonuses, expenses ...);
- Assets held by the staff member;
- Organization of work, evaluation and more.

GDPR Aspect	Article	Understand how to comply using UKG People Assist
Data Controller	Article 4 (7) Article 24	Customers
Data Processor	Article 4 (8) Article 28	UKG
Transparency	Article 5, §1 (a)	Please check our privacy notice: https://www.people-doc.com/legal/privacy-notice
Access to data	Article 15	Data hosted in UKG People Assist may be available for reporting. Customers can define their own policies to extract data. We will cooperate with customers in answering access requests received by customers and received directly by UKG
Rectification and erasure	Articles 16 & 17	Customers' users with appropriate permissions can change an individual's personal data, delete documents and/or establish pre-defined data retention rules
Restriction of processing	Article 18	Role-based permissions allow customers to define which users or roles can display, edit, or delete data. It is also possible to restrict access to historical data to specific roles
Data portability	Article 20	Customers may choose to use the Reversibility procedure and/or delete data at the end of the service provision
Privacy by design and by default	Article 25	UKG's Services aim to be designed to support all technical data protection requirements; however, customers are still responsible for configuring and using them accordingly
Sub-Processing	Article 28, §4	All information regarding sub-processors can be found on: https://www.people-doc.com/legal/sub-processors
Data Security	Article 32	ISO/IEC 27001:2013 and SOC 2 Type 2 Report
Data breach notification	Article 33	In the event we become aware of any Personal Data breach, notification will be provided to customers according to the contract provisions and customer's legal obligations
Data protection impact assessment	Article 35	Customers can request assistance when completing their own PIAs
Data Protection Officer	Article 37	Contact us at: privacy@people-doc.com
Cross-border transfer	Articles 45 to 50	Customers can choose to host data in either the US or the EU platform. We ensure complete independence between the two hosting areas, more information on the locations of processing for each geographic location available here: https://www.people-doc.com/legal/sub-processors