Deskpro and GDPR Compliance

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At Deskpro, we take the security and privacy of customer data seriously. We also take the security and privacy of *your* customers service data seriously. This is why we take the necessary measures to ensure it is kept safe and secure.

As part of our commitment to privacy, security, compliance and transparency, we ensure Deskpro is compliant with the General Data Protection Regulation (GDPR), which comes into effect on May 25, 2018.

Under GDPR, any company which collects, transmits, hosts or analyzes personal data of EU citizens is required to use third-party data processors (like Deskpro) who guarantee their ability to implement the technical and organizational requirements of GDPR.

This is why we have also made sure that you, as a Deskpro customer, can remain compliant when using our software.

Deskpro has met these requirements, and allows you to meet these requirements when using Deskpro by:

- Making changes to our Privacy Policy.
- Rewriting our Data Processing Agreement, which we encourage Deskpro Cloud customers to sign. To view or sign our DPA, please email privacy@deskpro.com and we will send you a link.
- Appointing a Data Protection Officer.
- Publishing guide content on how to manage and delete data within Deskpro.
- Enabling SSL encryption for all Cloud customers on custom domains.

For more information on GDPR and Deskpro, please contact privacy@deskpro.com

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