Visier’s Privacy and Data Protection Program

Our Privacy Commitment

At Visier, protecting our customers’ data is our top priority. We are committed to safeguarding the data entrusted to us and have rigorous privacy and security programs in place to ensure we continually adhere to the highest standards of practice. This commitment has always been fundamental to the way we do business.

We have developed this Privacy and Data Protection Fact Sheet to inform current and prospective customers about our approach to global data protection and to highlight some of the ways in which we have operationalized our commitment towards robust privacy management practices.

Accountability

Our Executive Leadership team recognizes that protecting customer data is integral to the success of our business and has appointed a Data Protection Officer (DPO) to oversee Visier’s Privacy and Data Protection Program in compliance with applicable data protection laws and regulations, standards, codes of conduct, and industry best practices.

We believe that accountability for data protection lies with all team members and we enforce corporate policies and practices designed to protect customer data. All employees receive comprehensive, mandatory Data Privacy training as part of the on-boarding process and annually thereafter. Employees provisioned with access to customer data are required to complete additional privacy training that details our requirements for the use, transfer, access and disclosure of customer data. In addition, every employee must abide by our Code of Conduct and Ethics and the appropriate handling of confidential information.
Privacy and Data Protection Program

Our Privacy and Data Protection Program is responsible for:

- Formulating, updating and communicating corporate privacy policies;
- Maintaining up-to-date and transparent privacy notices including Visier’s Global Privacy Statement that describes what information we collect, use and disclose across the business; for what processing purposes; and how we manage and safeguard it;
- Promoting a privacy aware culture through ongoing education and awareness activities;
- Translating legal requirements into clear business requirements;
- Designing processes and procedures and issuing guidelines that enable business areas to comply with data protection obligations;
- Implementing a privacy management tool to maintain records of processing activities;
- Managing privacy risks associated with third party service provider relationships;
- Assessing and managing ongoing compliance obligations;
- Maintaining the data breach response plan to support prompt communication and notification;
- Ensuring customer data is processed only in accordance with customer agreements and instructions;
- Monitoring the data protection landscape and adjusting our plans and efforts to ensure our Privacy and Data Protection Program remains current;
- Evolving our Privacy and Data Protection Program using globally recognized privacy accountability frameworks.

Privacy by Design

We have adopted privacy by design principles into how we design and build our solutions and services. This means we consider privacy impacts early and proactively address any requirements during the concept and design stages and throughout the product life cycle. We look for opportunities to add privacy-enhancing features to help comply with legal requirements or to meet best practices. In addition, we incorporate privacy reviews and approvals for all major releases before they become generally available.
Regulatory Compliance and Certifications

Our Privacy and Data Protection Program is aligned with applicable data protection laws and regulations including Canada’s Personal Information Protection and Electronic Documents Act (PIPEDA), the EU General Data Protection Regulation (GDPR), the UK Data Protection Act 2018, Canada’s Personal Information Protection and Electronic Documents Act (PIPEDA), and the California Consumer Protection Act (CCPA). We continually monitor the rapidly evolving data protection landscape, including guidance issued by regulatory bodies and supervisory authorities. We adjust our compliance efforts regularly to ensure our privacy and security programs remain up-to-date.

Visier continues to maintain its certifications with the E.U.-U.S. and Swiss-U.S. Privacy Shield Frameworks and adheres to the requirements of the Frameworks including ensuring appropriate security safeguards are in place. To view our certification status in the Privacy Shield Framework, please see privacyshield.gov/list.

Although third-party verification is not required under the Privacy Shield, Visier uses Trustarc to independently assess and confirm our compliance with the Framework’s requirements.

Further, Visier has achieved Trustarc’s Trust International Privacy Verification Seal that publicly exemplifies our dedication and commitment towards upholding industry-established, internationally-recognized, privacy principles and standards.

To view our verification status please visit privacy.truste.com/privacy-seal

Conclusion

We value the trust that our customers place in us and are dedicated to fostering our customers’ confidence in our solution and services.

To learn more about our privacy and data handling practices, review our Global Privacy Statement at: visier.com/privacy/ and visit our Trust site at: trust.visier.com/.

We want to ensure that privacy commitments made to our customers are met. If you have any questions email privacy@visier.com.