GDPR FREQUENTLY ASKED QUESTIONS

LIBRESTREAM

GDPR
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Is Librestream compliant with the GDPR?

YES, Librestream is fully GDPR compliant.

How does Librestream address the requirements of the GDPR?

Librestream has a documented privacy policy and operates an Information Security Management System certified to ISO/IEC 27001:2013 (Certificate Number: IS 698825) and ISO/IEC 27018:2014 (Certificate Number: PII 716086) as issued and audited by BSI auditors.

See Librestream's certificates at:

https://librestream.com/media/pdfs/ISOcertification/IS-698825-2020.pdf and https://librestream.com/media/pdfs/ISOcertification/PII-716086.pdf

Appropriate physical and process-based safeguards are in place to protect customer data. Customers can:

+ Request copies of their data

+ Update or provide corrections to the data on file

+ Specify what their data may be used for

+ Request their personal information be erased

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Who are Librestream's cloud service providers?

Librestream uses **Microsoft Azure** as well as **Amazon Web Services (AWS)** for Hosted Services.

Where are Librestream's cloud service providers located?

Librestream has a global presence with Onsight servers located in North America, Europe, and Asia.

Can Librestream still be GDPR compliant with hosting outside of the EU?

YES.

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+ As a Canadian company, Librestream is subject to the Canadian Personal Information Protection and Electronic Documents Act (PIPEDA), Canada's privacy legislation. PIPEDA is compatible with the General Data Protection Regulation (EU) 2016/679. PIPEDA received the European Commission's stamp of approval by an adequacy ruling made in favor of its commercial organizations at the end of 2001. See https://ec.europa.eu/info/law/law-topic/data-protection/international-dimension-data-protection/adequacy-decisions_en for details on rulings and further references (e.g.'s GDPR Article 45, Decision 2020/2/EC, and Directive 95/45/EC). Further, Librestream's privacy policy has been designed to ensure GDPR compliance. Canada's Data Privacy Act, an amendment to PIPEDA, was adopted on June 18, 2015. Librestream is also willing to enter into Data Processing Addendums ("DPAs") based on the GDPR as requested by customers.

Amazon Web Services (AWS)

+ https://aws.amazon.com/blogs/security/aws-gdpr-data-processing-addendum/

+ The AWS GDPR DPA is automatically applied when using AWS services to process personal data under the GDPR. The AWS GDPR DPA includes the EU Model Clauses, which were approved by the European Union (EU) data protection authorities, known as the Article 29 Working Party.

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Microsoft Azure

+ Microsoft's contractual commitments with regard to the GDPR are located in the Online Services DPA (https://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=2&Keyword=DPA), which provides Microsoft's privacy and security commitments, data processing terms and GDPR Terms for Microsoft-hosted services. These terms commit Microsoft to the requirements of processors in GDPR Article 28 and other relevant articles of the GDPR

How has Librestream addressed the invalidation of the EU-US Privacy Shield?

Librestream and its cloud providers use DPAs based on the standard contractual clauses (SCCs) and EU model clauses and do not rely on certification to the EU-US Privacy Shield. In July 2020 the Court of Justice of the European Union (CJEU) ruled (https://perma.cc/9A6H-UXF9) that Decision 2010/87 on standard contractual clauses (https://perma.cc/JNS5-ACLD) remained valid.

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Where is Librestream's Privacy statement located?

A copy of Librestream's privacy statement is located here: https://librestream.com/onsight-privacy-notice-mobile/

When will automated anonymization capabilities be provided by Onsight?

Librestream already provides the right to erasure also known as the right to be forgotten through contacting Librestream's support team. Time based and related tools to anonymize personally identifiable information (PII) is currently targeted for the Spring 2021 Onsight release.

Will customers be GDPR compliant using Librestream's programs or services?

Librestream provides customers with various ways to explicitly collect and log consent for its users such as via the Custom Application Messages feature. Customers may also use service contracts, collect explicit opt-in consent in advance of starting an Onsight Session, or obtain consent via controls in an identity provider (IdP) (when Single Sign On is purchased and enabled for the user).

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Is Librestream audited to be GDPR compliant?

There is no certification or audit process for GDPR compliance. However, Librestream's privacy policy is part of its information security management system (ISMS) which is audited by accredited external auditors (BSI) as part of ISO 27001 and 27018 (Cloud Privacy) compliance and for compliance with other standards. BSI's auditing is accredited by ANAB. ANAB is a signatory of the IAF and ILAC and is assessed to ISO/IEC 17011.
See Librestream's certificates at:

https://librestream.com/media/pdfs/ISOcertification/IS-698825-2020.pdf and https://librestream.com/media/pdfs/ISOcertification/PII-716086.pdf

What data is shared when using Librestream's services?

See https://librestream.com/onsight-privacy-notice-mobile under **"What information is shared when using Onsight Connect?"** and **"What information is shared when using Onsight Flow?".**

Does Librestream process special (sensitive) categories of personal data?

Librestream does not collect or process any data from Article 9 of GDPR (special categories of personal data). advance of starting an Onsight Session, or obtain consent via controls in an identity provider (IdP) (when Single Sign On is purchased and enabled for the user).

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How can customers limit what data is collected or stored?

Customers can choose to capture images, audio, or video files and store them locally on an Onsight endpoint, on Librestream Onsight Workspace servers, or disable still image storage and storage of video/audio recordings on all endpoints depending on their business and privacy needs.

While audio, video and images are used in Onsight Connect, Librestream only will store these if a participant is allowed to do so by customer administrators.

Customer administrators with Onsight Workspace licenses can use the licenses to permit end users to store audio, video, and images on Librestream servers.

Customer administrators can choose to disable location data display and collection in Onsight Platform Manager (OPM) under client policy. Client permissions distributed by OPM can also be used to prohibit users from re-enabling location data use.

Customer OPM administrators can enable privacy mode settings per user, group, or Onsight domain. Privacy mode prohibits the saving of recordings or images after an Onsight Connect session has ended.

In Onsight Connect, phone numbers are only collected as a method to deliver SMS messages for the Guest Invites licensed feature.

The data collected by Onsight Flow jobs is determined by the customer's users that been given permission to create job templates. For example, if no job template has video collection, then no video will be stored.

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What are Librestream's privacy breach notification timelines?

Librestream will inform customers of a privacy breach as soon as possible, but within a maximum of 72 hours of the occurrence.

How does Librestream handle other data sovereignty concerns?

Librestream recommends using Onsight globally deployed servers to handle edge case performance issues. See above for why Librestream is GDPR compliant with its worldwide deployments.

Librestream sells on premises versions of OPM which can also be used in cloud deployments. Customers can use their own SIP servers and media relays though Librestream's hosted SIP provides better integration of user management. Customers often run into firewall issues when using their own SIP servers without Onsight Teamlink integration. Librestream's Onsight Connect endpoint clients support direct media calling and direct SIP calling.

Librestream has hosted infrastructure in the EU with full region locking planned. US region locking is available.

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