

Communique's CCPA Compliance Summary



At Communique, we embrace the spirit of CCPA. CCPA is about ensuring the privacy and security of Personal Data, and it's a commitment we take seriously. CCPA is not just a law or regulation; . It's a philosophy and a promise around privacy and security that's ingrained in our DNA. We embrace what CCPA stands for and encourage the entire events industry to do so as well.

In the world of events, Communique acts as a service provider. We process and collect customers' clients' (like attendees, speakers, and exhibitors) "personal information." In this role, we've taken steps in our software and processes, and have created procedure documents to help you drive CCPA compliance. Below are the highlights of our CCPA efforts:

Security

While CCPA only requires businesses to implement and maintain "reasonable security practices," Communique has gone above and beyond to ensure world-class protection of personally identifiable information of customers' data.

- Data Breach Policy, notification procedures and regular table-top exercises to improve incident response capabilities
- SOC 1/SOC 2 (application-specific) and ISO 27001:2013 certified
- Encryption of data at rest and in transit, including specialized encryption for certain highly sensitive data
- Annual training of all employees regarding data security and protection
- Integrated data privacy into security risk assessments
- Conduct regular penetration testing of data security
- Maintain procedures to restrict access to customer data
- Maintain a log to track data privacy incidents

Data Sharing/Service Provider Processing

- California Service Provider Addendum's
- California Service Provider Addendum for Communique's Vendors

Accountability

- Cross-divisional Steering Committee that meets quarterly to oversee companywide data privacy and security measures
- Broad-based ethics training, including a section on data privacy
- Information Technology – Data and document retention and deletion
- Product Management – Understanding where disclosure and opt out links need to be located
- Sales - CCPA and how customers' events are affected
- Customer Support - Consumer rights and supporting customers on being compliant
- Marketing - How to properly handle and process requests for customers, and marketing regulations per country pertaining to data privacy and protection
- Finance - How to handle customer financial data and sending information securely

Consumer Rights

- Defined process for customer requests for access, anonymization and portability*
- Processes to comply with customer requests within 45 days
- Provide customers with two designated methods for submitting opt-out requests
- "Do not sell my personal information" registration opt out *

Transparency

- Communique Privacy Policy, reviewed on a quarterly basis and updated at least annually
- Effective January 1, 2020, our Privacy Policy clearly describes CCPA rights, exercising those rights, and lists of consumer personal information sold or disclosed for business purposes*
- Option to add link to customers privacy policy

***Noted materials or functionality available starting January 1 ,2020, the effective date of the CCPA.**
