Iron Mountain Reduces Compliance and Privacy Complexity with Cloud-Based Policy Management Platform

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IDC's Quick Take
Iron Mountain announced that its online policy management platform, Policy Center, added capabilities for organizations to comply with changing privacy regulations such as the European Union (EU) General Data Protection Regulation (GDPR). Expanding volumes and sources of information and an ever-changing business and regulatory landscape are driving new complexities around information governance. Access to current and combined retention and privacy policies, supported by effective technology, will help reduce this complexity and enable organizations to better meet regulatory and compliance requirements including privacy regulations. This is essential for content-centric workflows in the future workplace (The recent pressure on tech stocks due to privacy issues around Cambridge Analytica’s use of Facebook data is a timely reminder of the importance of getting it right.)

Product Announcement Highlights
On April 4, 2018, Iron Mountain announced that its online policy management platform, Policy Center, added capabilities for organizations to comply with changing privacy regulations such as the European Union General Data Protection Regulation. The GDPR requires organizations to understand the location, ownership, and security of data collected on EU citizens or anyone consuming goods or services from any of the 28-member EU countries. With Policy Center Enterprise Edition, professionals responsible for information management and privacy gain a comprehensive view into retention and privacy legal requirements as well as tools to document critical information about personal data in their organizations.

Typically, document compliance and retention policies in organizations are stored in a written document for use by staff while the data itself is stored electronically. Human interaction is required to implement compliance and retention policies, and given the large amounts of information and the rapidly changing regulatory environment, there is the risk of processing errors. Policy Center allows for the creation of a digital rule set to increase automation, reduce reaction time to new legislation, and cut down on potential human error.

Iron Mountain believes that regulations like the GDPR increase the need for organizations to manage privacy and records retention policies together. The solution provides a unified view of legal retention obligations and activities related to managing personal data, to ensure compliance and reduce the likelihood of unnecessary data breach exposures. It also helps organizations demonstrate compliance and a well-defined information governance program.

The cloud-based Policy Center Enterprise Edition solution delivers automated, up-to-date privacy and retention legal citations from around the world, researched, curated, and vetted by legal and privacy experts within individual industries and geographies. Organizations can proactively update their privacy policies and retention schedules via a browser interface and inform all employees of actionable rules for
uniform implementation. The solution enables companies to more confidently dispose of unneeded information, reducing risk, lowering volumes of retained documents, and increasing accessibility to documents.

Policy Center also includes tools to document critical information about business processes that contain personal data, enabling compliance with the record keeping requirements of the GDPR Article 30. Organizations can create visual maps that capture where personal data resides relative to business processes, who owns the data, and the applicable retention rules and privacy obligations. Using the maps, information management professionals can effectively respond to time-sensitive issues such as data breaches, audits, litigation, and requests made by individuals to access or erase their personal data.

**IDC's Point of View**

Regulations like GDPR are highlighting the need for organizations to better manage regulated and personal information — and many organizations are coming to terms with the fact that, today, information may reside in a broad range of applications and repositories. This makes data discovery and classification time-consuming and complex.

IDC believes that access to intelligent automated tools, including modern effective tools that provide current and combined retention and privacy policies, will help reduce this complexity and enable organizations to better meet regulatory and compliance requirements including privacy regulations. This class of automated tools will be an essential component of content-centric workflows in the workplace of the future.

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