

GDPR-Compliant Communications

Make your Corporate Instant Messaging
and Collaboration Tools Ready for the GDPR



BBM
Enterprise

The Challenge

Instant messaging in the workplace, unsurprisingly, has increasingly become popular over the past decade. Fast, immediate, and convenient, instant messaging appeals strongly to employees looking to communicate and collaborate in real-time with colleagues. However, the risks of data leakage that come with instant messaging are often overlooked.

Thanks to advancements in instant messaging over the years, users can instantly see who's online and available, create group chats and share web links, files, and images, in addition to text and, more recently, voice messages. All of these functionalities help employees work together more productively in real-time, with status and delivery notifications despite geographical barriers. However, productivity gains aside, organizations often overlook the importance of securing instant messaging platforms and its content.

Unsecured communication leaves organizations open to spying and attacks by competitors, malicious parties, and foreign governments. It also leaves them vulnerable to data leakage resulting from lost or stolen phones. Businesses must adopt a secure enterprise messaging app to ensure meeting the GDPR's strong data protection and compliance standards. They also need to take extra precaution to implement and adopt a secure enterprise messaging app or solution and infrastructure to ensure business productivity, while maintaining user experience.

GDPR

The European Commission began enforcing the General Data Protection Regulation (GDPR) in May 2018 to protect the privacy of individuals in the European Union (EU). This regulation applies to any organization providing products and services to EU residents regardless of where a company is located around the world. Companies looking to do business in the EU must protect customer data regardless of where it resides – on-premise, in the cloud, and on employee devices. The penalty for non-compliance with this regulation is significant, up to 4% of revenues or €20 million.

The Solution

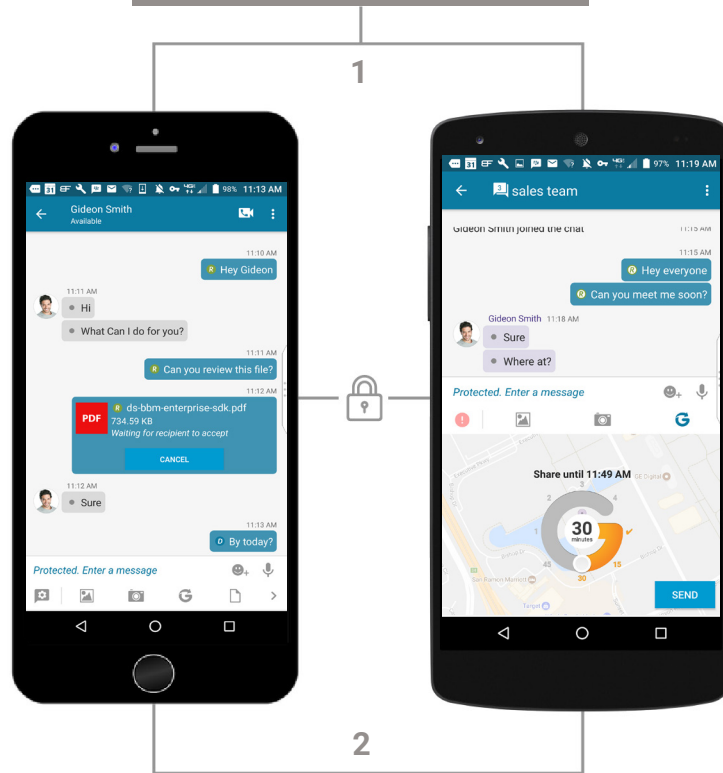
BBM® Enterprise helps to fill the gaps in the communications security of any organization that has to meet GDPR data protection standards. BBM Enterprise offers an enhanced security model for instant messaging, voice, and video communications on any platform, including Android™, iOS®, BlackBerry® 10, Windows® and macOS®. It delivers the proven BlackBerry security that's trusted by thousands of companies and users around the world, to protect your most important assets – your privacy and business data. BBM Enterprise can be hosted and managed in-country to meet data severity requirements where relevant and required.



How BBM Enterprise Helps Your Company Comply with the GDPR

Easy Administration Protect Data with Enterprise-Grade Encryption

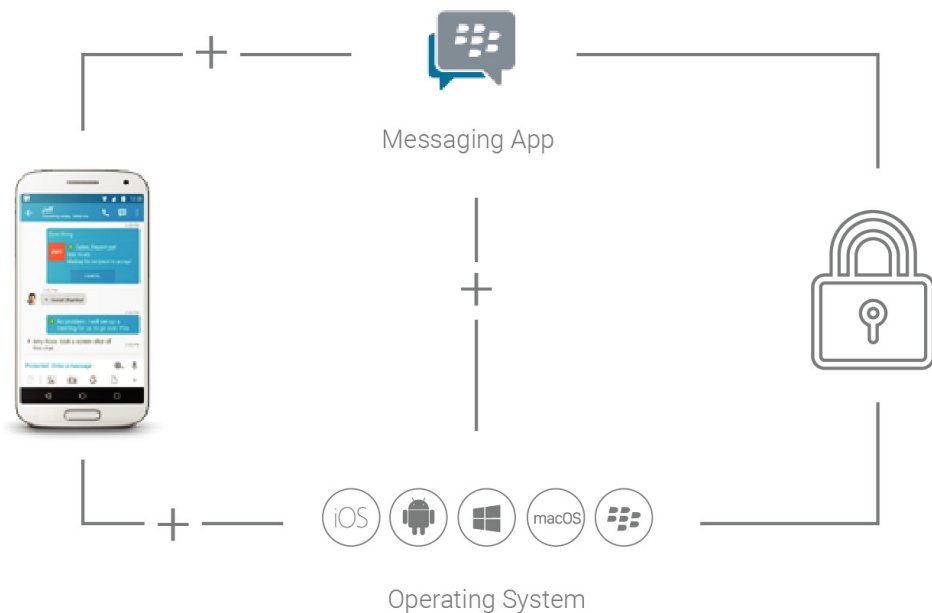
Messages between BBM Enterprise and users are encrypted, and are unlocked by symmetric keys. The sender and recipient each have unique public/private encryption and signing keys. These keys are generated on the device by the FIPS 140-2 certified cryptographic library, and are controlled by the enterprise. Each message uses a new random symmetric key for message encryption.



TLS encryption between the device and the BBM Enterprise infrastructure protects BBM Enterprise messages from eavesdropping or manipulation.

Private Messaging by Design

GDPR requires that the enterprise messaging app complies with the privacy by design principle. When a BBM Enterprise user sends a message, their conversation is automatically secured with enterprise-grade encryption, even if the recipient is a non-BBM Enterprise user. This enables a BBM Enterprise user to extend an enterprise-grade security interaction with external contacts, such as clients, customers, and partners. With the ability to deploy BMM Enterprise on an on-premise server, no other organization has access to any of your user's data that is shared via IM. This ensures that your corporate data remains in your possession.



Audit Logs for Internal Record Keeping Requirements and Searchable Archives

An archive of the messaging communication of an enterprise is not only required for compliance reasons and proof for audits, but is important for the GDPR as well. Audit logs are especially important for the record keeping requirements of the GDPR. BBM Enterprise allows archiving via BlackBerry® Unified Endpoint Management (UEM) to help ensure compliance with electronic communication regulations. With easy logging and auditing of sent and received messages, you are one step closer to meeting the GDPR requirements.



Take Control of Communications

With instant messaging, it's easy to be careless about data handling and file sharing. With BBM Enterprise, you don't have to worry about accidentally sharing an internal file. Users can edit, retract, or set an expiry time on a single message so they can control how long the recipient can view a message or picture. They'll also know when a message is received and read, so they're never left wondering. The Message Expiry policy allows an administrator to control how long sent and received messages and pictures remain visible in a chat. To prevent a user from copying and sharing a message or saving and sharing a picture received in a chat, administrators can also disable copying. This allows users to protect potentially sensitive data and information in these communications and prevent an accidental disclosure that could be in conflict with the GDPR.

Securely Communicate Inside and Outside the Organization

Messaging apps in Google Play™ and Apple® App Store® are generally designed for consumers, unless marked as Enterprise ready. Sensitive business or personal data can be leaked, and messages sent via instant messaging platforms may be susceptible to interception if not securely encrypted. The GDPR demands that the strong level of data protection is not undermined by transferring data outside the European Union. With BBM Enterprise's enterprise-grade security, users can securely chat and call with both BBM Enterprise and non-BBM Enterprise users, such as external clients and partners, including those outside the EU. Chats will always stay protected.

Go Beyond Basic Messaging – While Protecting Your Data

An enterprise messaging app should allow enterprises to configure policies to protect sensitive personal and enterprise data and information on mobile devices, tablets, and desktops, to prevent an accidental data loss that could violate GDPR regulations. BBM Enterprise provides users a productivity boost with rich features that include 1:1 and group chats, voice and video calls, file and data sharing, location sharing, and voice notes – designed to comply with GDPR standards.



About BlackBerry

BlackBerry (NYSE: BB; TSX: BB) is a trusted security software and services company that provides enterprises and governments with the technology they need to secure the Internet of Things. Based in Waterloo, Ontario, the company is unwavering in its commitment to safety, cybersecurity, and data privacy, and leads in key areas such as artificial intelligence, endpoint security and management, encryption, and embedded systems. For more information, visit BlackBerry.com and follow [@BlackBerry](https://twitter.com/BlackBerry).