

1 The New Data Protection Ticketing System

2B Advice PrIME now allows all employees in the data protection organization to better track, distribute and address data protection-relevant processes.

Due to our Privacy Ticketing System, 2B Advice PrIME stands as the leading Incident Response System on the market. These processes can now trigger tickets by other business units, affected parties, contract processors, or supervisory authorities to complete tasks accordingly.

Track, document and solve data privacy related tickets from business units, people and privacy authorities easily!

How it works:

A. Generate a privacy ticket

Privacy tickets can originate by request via a web page, in an e-mail, or manually created in 2B Advice PrIME.

B. Ticket ID Assignment

Incoming e-mails or enquiries are automatically assigned to a mandate, client processing activity or another party involved, with a unique case number (Ticket ID).

C. Follow up - Processing the Ticket

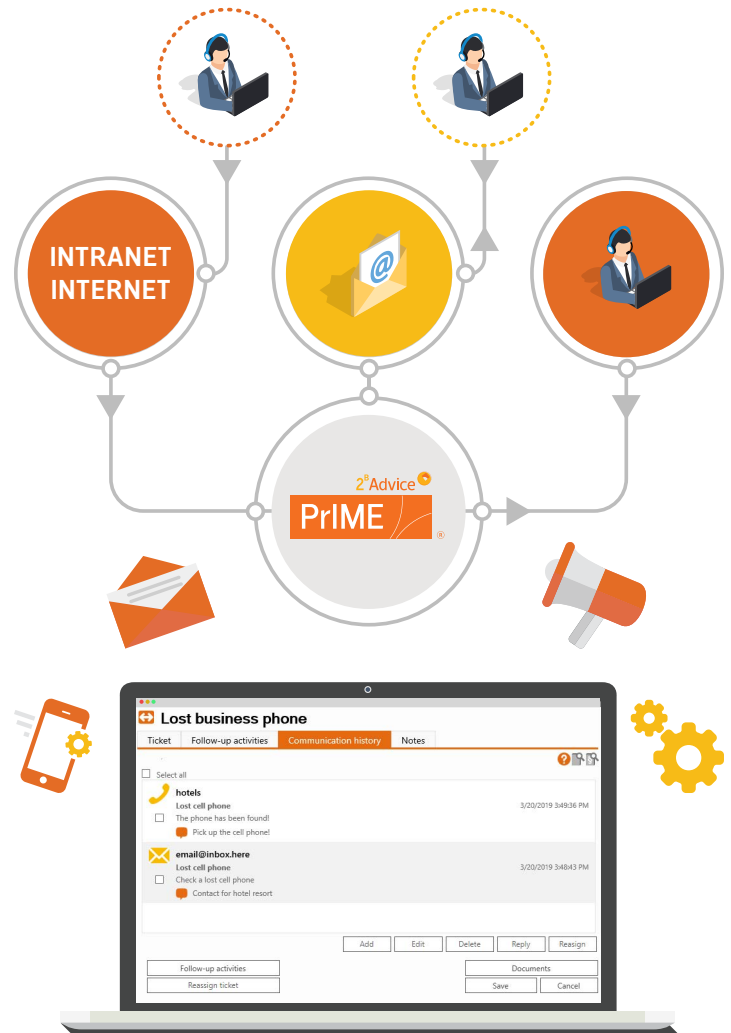
Whether it is associated measures, emails, or even phone calls, the entire follow-up communication will be documented according to the data protection ticket until the process is completed.

D. Automatic documentation

Thus, the entire history of a data protection process is always available in one place. All the information that a processor needs is stored in 2B Advice PrIME.

E. Close Ticket

Tickets have the following statuses: New, In process, Closed or Cancelled.



- ▶ Developing solutions with your team is now more convenient than ever. Our updates allow the data protection ticket processor to generate follow-up actions and assign them to different participants.
- ▶ All incoming e-mails related to the ticket can be answered directly from 2B Advice PrIME and will be assigned accordingly.
- ▶ All affected parties will be notified by e-mail as soon as new information becomes available.

More Features!

2



Automatic Update of Contact Information via LDAP

If a user's contact information changes within the company, the change is automatically reflected in **2B Advice PrIME** at the appropriate locations.

4



New Version Update and Licensing Portal

The update and licensing portal has been revised and is now even more secure than before. Furthermore, you can now find all modules, CMS, and WBT installation packages in the update portal.

6



File storage under Risks

Files can now also be uploaded or linked on the risk tab, e.g. for data protection impact assessment.

8



Country-specific software versions

Upon installing **2B Advice PrIME** or while updating it, you can select a country for country-specific content to be installed accordingly.

3



Notes

Unstructured notes can now also be stored on measures, follow-up measures and data protection tickets.

5



New Version of the Identity Server

7



Automatic creation of users depending on roles

To maximize efficiency, **2B Advice PrIME** allows you to automatically create new users using the information in the Active Directory. Optionally, users may be managed based on the user roles in a company's Active Directory.

9



Other languages and contents

2B Advice PrIME now supports French as well. More content, such as legal texts, is now available for France, Italy and Austria. All legal texts have been brought up to date. Contaminated sites from the time before the DSGVO and the Privacy Shield have now been removed.

