



DUTCH IT RECRUITER ECLECTIC LEVERAGES DOCUSIGN TO AID GDPR COMPLIANCE

Having already utilised DocuSign to digitise its contractor agreements, EclectiC has expanded the use of e-signatures to increase transparency with its clients ahead of the General Data Protection Regulation (GDPR) enforceability date.

CHALLENGE

Alongside 50 employees, 180 consultants work for EclectiC in full-time and contract positions securing talent for projects and interim management roles. "We have many contracts, assignment confirmations, NDAs, and user allowances that need to be signed," says EclectiC's Director of Operations and HR, Stephanie Hain. Handling such a huge number of physical documents was not only proving costly and time-consuming, but unmanageable when considering the multi-country and intercountry scope involved in some of its recruitment briefs.

Adding to this challenge was the time-sensitive nature of ensuring such documents were compliant with the GDPR, with the deadline for compliance—and potentially severe penalties for non-compliance—being 25th May 2018. "For us, it has always been an important matter as we handle personal data," says Hain. "So, when the topic of data privacy and the GDPR came up a year or two ago, we of course thought about how we should address the regulatory objectives. It's not just about how we gather data, but also how we share data with our clients. We of course do this with their permission, but we have to keep them updated."

EclectiC had to consider the sensitive nature of data transfer in light of the GDPR, with email attachments of client data no longer being considered secure enough. A further area that required appraisal was around EclectiC's suppliers with which the company shares data; ensuring any third party the company works with is also GDPR-compliant.



ECLECTIC

PRODUCT FEATURES USED

- Audit trail
- Email-based authentication
- Binding Corporate Rules
- Document encryption

RESULTS

SECURITY

Improved data handling with vendors



COMPLIANCE

Aligned with GDPR regulations



ADOPTION

Internal awareness of new workflows



SOLUTION

Having used DocuSign for four years, EclectiC's research into potential platforms to solve these challenges effectively led Hain back to an existing solution. "Looking at EclectiC's GDPR compliance story, we had to find a practical approach. We were evaluating complex software solutions, when in fact we had the solution already. We have DocuSign."

DocuSign has been particularly useful in helping to transfer data securely and compliantly, such as when introducing candidate CVs to clients, says Hain. "The data is encrypted and safely stored in a European data centre. There is no email with an attachment anymore, but a link, and we can make sure it can't be printed or rerouted."

E-signatures have also been used to ensure that recipients of personal data know how their data is being used. "In order to make sure everyone is aware of this, we created a cover letter to accompany CVs that the recipient signs, confirming that it contains sensitive data that needs to be treated in compliance with the GDPR," says Hain.

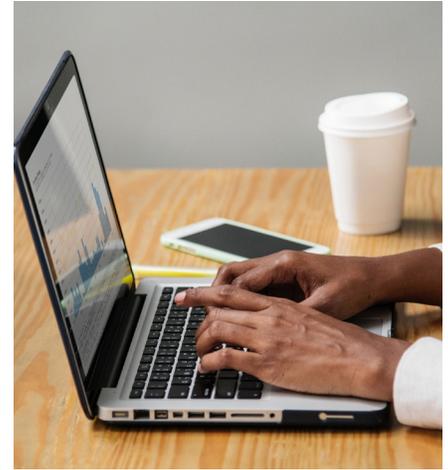
RESULTS

Having seen the GDPR as an opportunity to demonstrate transparency, EclectiC is able to approach the regulation with confidence and build trust with its stakeholders, which acts as a differentiator in a competitive market. "In our industry, data is crucial," says Hain, "We have a lot of players who all seem to do the same, but you can differentiate yourselves. This is an opportunity to build a reputation as a serious player and to make sure you do your best to protect personal data."

DocuSign's Certificate of Completion is a crucial component provided as part of the audit trail of EclectiC's transactions. For the recruitment company, this includes a cover letter that has been electronically signed by the hiring manager and shared with the candidate to show that they understand how EclectiC will handle their data. A fundamental aspect of the regulation, says Hain, "It's unlikely we'll be getting audited on the 26th May, but if we do, we will be able to demonstrate that the company is doing its best to protect the data it holds."

Going forwards, EclectiC is seeking to finalise its policies and documentation, and to ensure that its partners and suppliers also have their GDPR policies in place.

To ensure there is full communication and understanding internally, the company is hosting a workshop to ensure all employees and consultants are aware of the need for compliance with GDPR, and to demonstrate the appropriate workflows using DocuSign. "For us, it's important that vendors take a serious approach to data privacy. We want to make sure that data is protected," says Hain.



"We were evaluating complex software solutions, when in fact we had the solution already. We have DocuSign.."

STEPHANIE HAIN

DIRECTOR OF OPERATIONS AND HR, ECLECTIC

ABOUT DOCUSIGN

DocuSign® is changing how business gets done by empowering more than 370,000 companies and hundreds of millions of users across 180 countries to send, sign and manage agreements and collect payment fully digitally.

CONTACT

EMEA +44 203 714 4800 | docusign.co.uk
U.S. +1 866 219 4318 | docusign.com
APAC +1 800 255 982 | docusign.com.au