Is your Salesforce Org CPRA ready?

Cheatsheet to help your compliance efforts.

CPRA goes into effect on 1st Jan, 2023 and adds more teeth to CCPA.

Are you missing anything in your Org to comply with CPRA?

www.CloudCompliance.App

NEW CATEGORY - "SENSITIVE PERSONAL INFORMATION"

"Sensitive Personal Information" is added as a new category. It includes Government ID, Finances, Geolocation, Race, religion and union membership, Communications, Genetics, Biometrics, Health & Sexual orientation

Ref. https://bit.ly/cprasensitivedata

- Inventorize, Classify & Categorize customer data in your Salesforce Org(s)

- You can automate data inventory and use Salesforce Data Classification fields with our Personal Data Discovery

PERSONAL DATA DISCOVERY

OPT-OUT & PROFILING RESTRICTIONS

Customers have the right to opt-out of automated decision-making technology such as "Profiling" for sensitive personal information. Additional considerations for Minors that may be useful for specific businesses.

Ref. https://bit.ly/cprasensitivedata

- Record "Opt-out" for automated processing and data sharing with 3rd parties.

- Integrate with Web Form/Third party requests systems to automatically store opt-outs/ins in Salesforce.

- You can easily manage Opt-outs with Salesforce's Consent & Individual Objects using our Consent Management.

CONSENT MANAGEMENT

RIGHT TO DELETE (RTBF)

In addition to the CCPA's Data deletion requirements, businesses are required to notify 3rd parties with whom this data was shared

Ref.https://bit.ly/impactofcpra

- Enable data anonymization or deletion in Salesforce
    - Special considerations for Converted Leads, Cases, Case Comments, User, Files, Field History, Email history & Archive Activity objects.

- Integrate your 3rd parties & provide Native APIs to your partners with our Privacy Rights Automation.

PRIVACY RIGHT AUTOMATION

RIGHT TO DATA PORTABILITY

In addition to the CCPA's Data Portability requirements, businesses should also provide the ability to transmit a commonly accepted format to 3rd parties.

Ref. https://bit.ly/rightsandobligation

- Enable a thorough data portability capability in Salesforce.

- Bring all relevant customer data across from all parent/child & look up objects.

- Eliminate custom development for your Org and integrate via our Privacy Rights Automation APIs for CSV, PDF or JSON format.

PRIVACY RIGHT AUTOMATION

REASONABLE SECURITY

...CCPA does not specifically include a "reasonable security" requirement, the private right of action provision, Section 1798.150, is based on a business violating its "duty to implement and maintain reasonable security procedures and practices" and uses the definition of "personal information" from California's Customer Records Act...

Ref.https://bit.ly/rightsandobligation

- Mask Salesforce Sandbox Data to protect unauthorized access or leaks from less hardened Orgs.

- Protect your Organization from Breaches & CPRA Fines with our Salesforce native FREE DataMasker tool.

DATAMASKER

DATA MINIMIZATION / RETENTION & PURPOSE LIMITATION

"[a] business's collection, use, retention and sharing of a consumer's personal information shall be reasonably necessary and proportionate to achieve the purposes for which the personal information was collected or processed..."

Ref. https://bit.ly/rightsandobligation

- Minimize data capture across common processes in your Org - Lead Registration, Quoting/CPQ, Customer Onboarding, Case opening, 2nd & 3rd party data imports.

- Tag & apply governance with Salesforce Data Classification across Customer data in various categories.

- Comply with your retention policies & reduce data footprint with our Data Retention & Minimization.

DATA MINIMIZATION & RETENTION

AUDIT & RISK ASSESSMENT

Businesses are required to conduct annual cybersecurity audits and "regular" risk assessments if the business's "processing of consumers' personal information presents a significant risk to consumers' privacy or security."

Ref.https://bit.ly/operationalimpact

- Run Salesforce Health Check to ensure you are following Salesforce best practices

Get a demo!

https://cloudcompliance.app/book-a-live-demo/