

VMware and QuisLex Partner on Privacy Matters

QuisLex has actively supported the VMware Privacy Team, since 2020, with the following services:

“Data Subject” or “Individual Rights Request” Tickets Management

QuisLex serves as the privacy administrator, where we review the requests and identify the nature of the query or request based on its type, such as Deletion, Opt-Out, External Customer inquiries, Internal Employee inquiries, etc. The QuisLex team follows a specific process established with VMware for each request type, which are received via a privacy alias and processed through a ticketing system and an internal portal. At a high level, the steps involve recording the ticket, triaging and coordinating with the internal teams to manage the request, and following up to ensure timely steps are taken. Each request type has a specific turnaround time and the QuisLex team monitors the progress and status of each request. Once all steps are completed, a communication is sent to the requestor stating their request has been addressed.

Internal Employee Inquiries

QuisLex reviews and triages internal employee inquiries which are then sent to the VMware Privacy Team for further action. Internal employee requests are queued to a privacy distribution list or tickets are created through an internal application to monitor and track the status. This process ensures timely action and completion for each request.

Third-Party Vendor Management

QuisLex supports the VMware Privacy Team by managing privacy compliance tasks for their third-party vendors.

- **Privacy Review Questionnaires:** The QuisLex team works within VMware’s application to generate and send out the appropriate questionnaires based on the vendor type. Once the responses are received, we identify the appropriate owners and tag the privacy team for further action.
- **Review of Vendor Responses:** The QuisLex team reviews the responses from vendors to determine if a transfer impact assessment is required based upon the vendor’s role. The VMware team uses this information to determine any further steps.
- **Monitoring and Tracking Various Tickets:** The QuisLex team reviews and monitors the various tickets under process, updates the status of the tickets, tags the relevant owners based on vendor type, and advances the ticket through various stages in the vendor engagement process.



VMware and QuisLex Partner on Privacy Matters

QuisLex also provides comprehensive metric reporting and data visualization support for VMware.

QuisLex's extensive privacy and compliance related experience also includes:

- Global Data protection regulatory compliance, including the General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA), the California Privacy Rights Act (CPRA) ;
- Data Protection Impact Assessments (DPIAs);
- Transfer Impact Assessments (TIAs);
- Privacy by Design;
- Data Processing Agreements (DPAs) for sales side as well as procurement;
- Assess client services and products for SCC Readiness and provide a customized plan to bring services and products to regulatory standard or implement alternate data transfer mechanisms;
- Data Subject Access Requests (DSARs);
- Creating Privacy Playbooks to include company and regulatory standards, negotiation explanations and fallback positions.



QuisLex is proud to be nationally certified as a Minority Business Enterprise (MBE)

www.quislex.com