



The Delicate Balance of  
Data Collection in Global  
Screening



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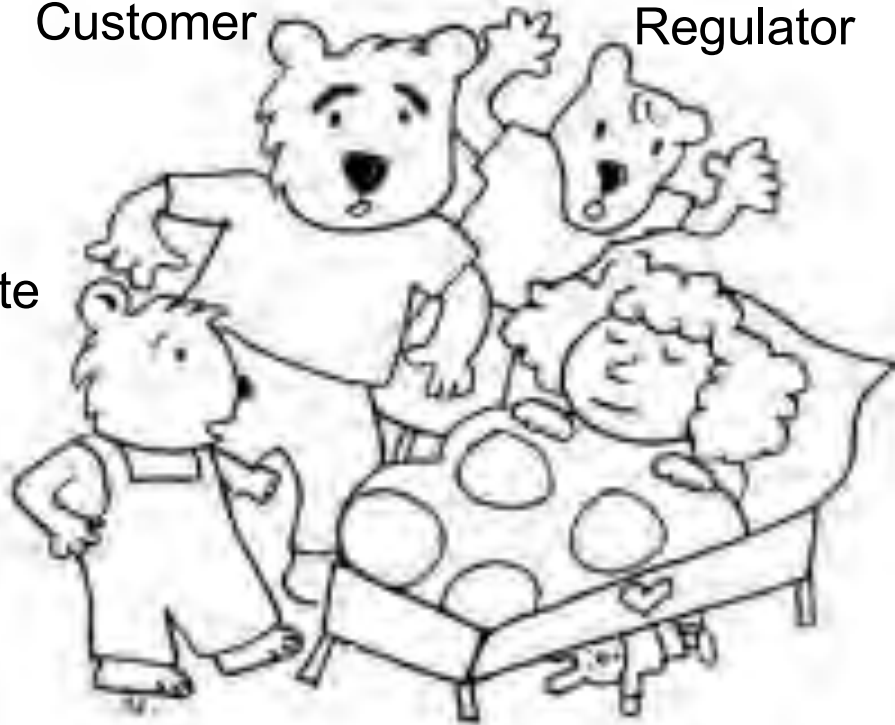


**Kerstin Bagus**  
Director of Global Initiatives

Customer

Regulator

Candidate

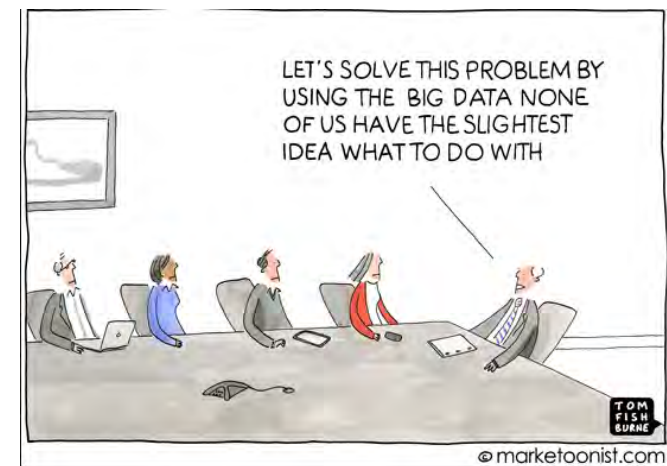


# What is Personal Information?

*'personal data' means any information relating to an **identified or identifiable natural person** ('data subject'); an identifiable natural person is one who can be **identified, directly or indirectly**, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;*

GDPR Definition

# Why Not Collect It All?



# EU Data Protection Directive / GDPR

## PRINCIPLES RELATING TO DATA QUALITY

### Article 6

1. Member States shall provide that personal data must be:

- (a) processed fairly and lawfully;
- (b) collected for specified, explicit and legitimate purposes and not further processed in a way incompatible with those purposes. Further processing of data for historical, statistical or scientific purposes shall not be considered as incompatible provided that Member States provide appropriate safeguards;
- (c) adequate, relevant and not excessive in relation to the purposes for which they are collected and/or further processed;
- (d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that data which are inaccurate or incomplete, having regard to the purposes for which they were collected or for which they are further processed, are erased or rectified;
- (e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the data were collected or for which they are further processed. Member States shall lay down appropriate safeguards for personal data stored for longer periods for historical, statistical or scientific use.

### Article 5

#### Principles relating to processing of personal data

1. Personal data shall be:
- (a) processed lawfully, fairly and in a transparent manner in relation to the data subject (lawfulness, fairness and transparency);
  - (b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall, in accordance with Article 89(1), not be considered to be incompatible with the initial purposes ('purpose limitation');
  - (c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation');

# Negative Experiences of Too Much

## Client

- Obtaining Info from Candidate
- Entering & Uploading Data
- Fielding Candidate's Questions about Volume of PII Requested

## Candidate

- Finding Information
- Scanning Copies
- Entering & Uploading Information
- Concern about Security of their Data

# Negative Experiences of Too Little

## Client

- Has to explain to candidate why the information wasn't requested initially
- Delayed turnaround times and potentially start dates

## Candidate

- Has to respond to additional requests for information
- Often they may be 'out of pocket' during this time



# Security & Risk

- Emailing PII Over an Insecure Network
- Retaining PII
  - Each piece of PII is that much more risk borne by employer and screener
  - If you don't have it, you can't lose it (or it can't be stolen)



2,400 Search Types  
I have to configure?

*Now What?*

# 1. Assess System Capabilities

*Can Ordering Portal Handle Different Requirements?*

[PERSONAL INFO]	
Title/Salutation (Title)	<input type="text"/>
Middle Name (MiddleName)	<input type="text"/>
Please enter the suffix, if applicable. (Suffix)	<input type="text"/>
Date of Birth (DateOfBirth)*	<input type="text"/>

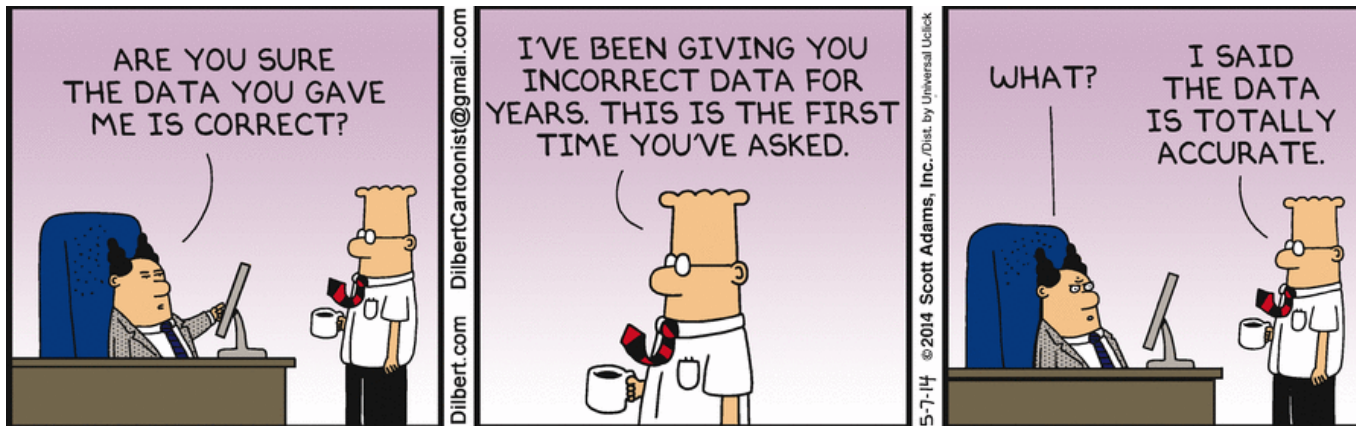
  

[PERSONAL INFO]	
Title/Salutation (Title)	<input type="text"/>
Middle Name (MiddleName)	<input type="text"/>
Alias(es) (KnownAs)	<input type="text"/>
Husband's Last Name (India only) (SpouseLastName)*	<input type="text"/>
Date of Birth (DateOfBirth)*	<input type="text"/>
Father's Last Name (FathersLastName)*	<input type="text"/>

# 2. Collect Ordering Information

Create the PLAN for getting ordering requirements for 2,400 searches

...ugh



# Triage

- Identify your Top Countries
  - Top 10
  - Top 50
- Start with Top 10
- Move to Rest of Top 50



# Enlist Help from Vendors



- Pull it Yourself from Vendor's Ordering Portal
- Ask Only for What You Need
- Group Large Requests
  - Have vendor supply info from one group at a time

# Search Variance

## Little

- Employment Verifications
- Education Verifications
- Adverse Media
- ID Checks

## Surprisingly More

- Directorship Checks
- Address Checks
- Criminal Record Search
- Credit / Bankruptcy / Financial History
- Motor Vehicle / Driver's License Searches

# 3. Communicate to Clients



Create Mechanism to  
Get Ordering  
Requirements to  
Customers

- Prepare for order
- Tell candidate what's needed



# 4. Wash, Rinse, Repeat

- Information Becomes Stale Quickly
  - Changes can happen without notice
- Constant Updates Required
  - Source requirements change
  - Changing understanding of search
  - Clarity in documents
- Mechanism of Communicating Changes in Ordering Requirements to Clients

Been there; done that. Then been there done that again.

# Data Retention

- Data Collection Includes Contemplating Data Retention
- Retain Data Only for as Long as Necessary (for the purposes for the processing)

## *Article 5*

*Principles relating to processing of personal data*

*1. Personal data shall be:*

*(e) kept in a form which permits identification of data subjects for **no longer than is necessary** for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) subject to implementation of the appropriate technical and organisational measures required by this Regulation in order to safeguard the rights and freedoms of the data subject ('storage limitation');*

GDPR

# Resources

EU Directive 95/46/EC: <http://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:31995L0046&from=EN>

GDPR: <http://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32016R0679&from=EN>

ClearStar Blog Post on Collection Limitation:  
<http://www.clearstar.net/what-is-collection-limitation-and-why-should-i-care/>

# Upcoming Events:

National Student Clearinghouse Webinar  
June 14<sup>th</sup> at 2:00 pm ET.

For more recorded presentations go to  
[Clearstar.net/Resources](http://Clearstar.net/Resources)





Thank you!

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