

GDPR and the Administration Portal

The General Data Protection Regulation (GDPR) imposes additional requirements for companies that collect or store personal data of EU residents. This, obviously, includes Puzzel. We understand the importance of your personal data, and we take steps to secure and protect it whenever it is stored in our platform in accordance with our ISO27001 certified Information Security Management System. For more general information about what Puzzel is doing in relation to the new GDPR requirements, we refer you to our [Trust Centre](#).

There is also a blog post on the same topic [here](#).

In this article and sub articles, we will go over some practical issues relevant to contact centre managers and supervisors as they work with our Administration Portal.

- [Personal information in Puzzel](#)
- [Archive](#)
- [SMS Survey](#)
- [Historical statistics](#)
- [Real-time information](#)
- [Login and password](#)
- [Logs and access control](#)
- [Information about agents \(users\)](#)
- [Anonymize an agent?](#)
- [Archive API](#)