

Frequently Asked Questions

About Privacy

FAQs

Q Does Blue Yonder use sub processors?

A Yes, Blue Yonder does use sub processors. As per Blue Yonder's data processing addendum (DPA), Blue Yonder and its affiliates, which are named in the DPA, will be retained as sub processors. Blue Yonder and its affiliates may engage partner sub processors in connection with the delivery of its services. Where Blue Yonder engages a third-party processor, that third party will be bound by the terms of a data processing agreement providing adequate data protection provisions.

Q How is Blue Yonder engaging with its vendors to ensure they are GDPR (and other applicable laws) compliant?

A Blue Yonder is constantly reviewing its contractual agreements with its vendor processors and implementing GDPR contractual terms and any other applicable privacy laws where required.

Q Can Blue Yonder delete personal data on request?

A Administrators can export customer data via the functionality of the relevant solutions or platform services, at any time during the term of the agreement between the customer and Blue Yonder. Customers can also delete customer data via the functionality provided through the services. When Blue Yonder receives a complete deletion instruction, it will delete the relevant customer data from its systems within an agreed time unless legal data retention obligations apply.

Q Which mechanism does Blue Yonder use to transfer data outside of the European Economic Area (EEA)?

A Blue Yonder utilizes model clauses to transfer of data outside of the EEA.

Q Where does Blue Yonder process data?

A Blue Yonder data is processed within the following locations as part of our global footprint:

<http://www.blueyonder.com/>

Q What third-party standards and certifications does Blue Yonder hold?

A There are three:

ISO 27000 Certification: Blue Yonder operates its Managed Cloud Services in accordance with the ISO 27001 international standard.

Blue Yonder has achieved ISO 27001 Certification for its Managed Cloud Services from an independent third-party auditor.

Service Organization Controls (SOC) reports: Blue Yonder's information security control environment applicable to the covered services is subject to an independent evaluation in the form of annual SOC 1 (SSAE 18) and SOC 2 audit.

Q Does Blue Yonder act as a controller or processor in relation to customer data?

A In relation to customer data, Blue Yonder acts as the data processor. Due to the nature of Blue Yonder's product offerings, only the personal data required is captured to provide the service in question.

Q Does Blue Yonder process data according to instructions provided?

A Any data that a customer and its users place into our systems will only be processed in accordance with the customer's instructions, as described in our then current data processing agreements.

Q Did Blue Yonder designate a Data Protection Officer?

A Yes, Blue Yonder decided to designate an external Data Protection Officer in Germany: Kanzlei Dr. Bechthold Kieninger & Kollegen, Grünhutstraße 6, 76187 Karlsruhe.

Q Do you require your employees to sign confidentiality agreements?

A All Blue Yonder employees and contractors are required to sign a confidentiality agreement. Blue Yonder employees are also required to complete regular mandatory privacy and code of conduct trainings.

Q Does Blue Yonder have access management controls in place?

A Data access is restricted on a role-based requirement with controls to review and remove access when required.

Q When will Blue Yonder notify customers in the event of a data breach?

A Blue Yonder will promptly inform its customers in the event of a customer data incident in accordance with Blue Yonder's data incident policy and procedures.

Q Does Blue Yonder have a Brexit contingency plan in place?

A Blue Yonder operates in number of EU member states as well as in the United Kingdom. Blue Yonder has established a Brexit working group of key senior stakeholders to assess changes required post-Brexit..

Q Does United Kingdom's decision to leave the EU affect the application of GDPR in the UK?

A As of now, all GDPR rights and obligations still apply. GDPR and its obligations remain in force until the United Kingdom's final exit date.