COMMUNITY RESPONSE MAP (CRM) is a digital feedback platform developed by IOM's Media and Communications Division (MCD) to enhance community engagement and project effectiveness. Recognizing the importance of data security, we adhere to the highest standards to protect personal information. CRM is built around a data protection framework that complies with IOM's internal ICT Standard and Guidelines, and follows IOM's Data Protection Policy.

CRM implements the following technical measures to ensure maximum data protection:

- Drupal Content Management System (CMS) platform.
- Data are stored in IOM Data Center that can only be accessed within IOM Network.
- Ports are protected by Windows Firewall.
- Only whitelisted IP addresses can have access.
- We use secured SSL connections
- Only IOM account holders can log in
- Databases are stored on a different server.
- Database connections use Windows Authentication to communicate with the IIS Server.
- Customizable permissions are granted for each user role.
- Logs are kept of user actions viewing or editing the data.
- Customized access is granted for each data field.
- All sensitive data fields are encrypted.

How do we handle and store sensitive data?

CRM handles a diverse set of data that is being collected in the projects it supports around the world. Some of this data can be particularly sensitive in nature (eg. data related to gender based violence (GBV) cases).

Customizable permissions that scale access to the server ensures that only personnel with the authority and training to review specific data access the information.

Data stored in CRM is kept only during the project period. CRM takes necessary steps to destroy data after the project closure unless required by law or agreement with partners to keep it, this includes usage history, archives, cached files in its system.

CRM requires personnel that handle and have access to specific sensitive data especially protection related information to comply with a confidentiality agreement.

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