

willhaben internet service GmbH Efficient GDPR Implementation with Intervalid

willhaben is Austria's largest marketplace app, with nearly six million listings across the categories property, cars & motor, jobs & careers, and marketplace. Processing personal data is a significant part of day-to-day operations. To ensure legally compliant handling, manage tasks efficiently, and minimise maintenance effort, Intervalid provides optimal support for company-wide GDPR implementation.

willhaben was founded in 2006 as a subsidiary of two major media groups, Schibsted (Norway) and Styria (Austria). It offers an user-friendly and easy-to-use platform for buying and selling goods and services online. The classifieds portal includes the specialised categories property, cars & motor, jobs & careers, as well as a free marketplace for private advertisers. The willhaben marketplace is Austria's largest free digital marketplace. Currently, the platform hosts more than 80,000 property listings, 120,000 vehicles, and 10,000 job vacancies, as well as approximately 5.8 million goods and services on the marketplace (as of January 2019).

The success of the concept is based on strong regional content and a modern, clearly structured website with detailed categorisation of listings. Ease of use, fast search results, and a clear focus on online classifieds ensure a strong brand identity and high user acceptance. Since its foundation, willhaben has significantly shaped and revolutionised the Austrian classifieds market and is now Austria's leading marketplace app. In 2019, the company received the "Great Place to Work" award for the tenth consecutive time, demonstrating the high value placed on each individual employee.

Challenge: maintenance effort, deadline tracking and task management

"At the beginning of our internal GDPR implementation, there was no comparable online tool available. Our group provided us with an Excel-based solution. This was sufficient for the initial version; however, during processing it became clear that the maintenance effort would be immense. In addition, there was no option for managing deadlines or tasks," reports the Data Protection Team at willhaben. As a result, an alternative for company-wide GDPR implementation was sought. Following a recommendation, the data protection team took a closer look at Intervalid's data protection management software and ultimately decided to adopt it.



willhaben internet
service GmbH

Customer

willhaben internet service GmbH

Location

Vienna, Austria

Industry

IT Services

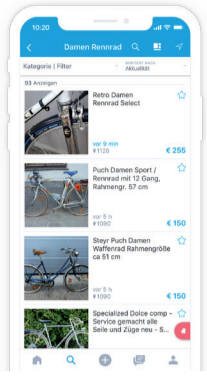
Employees

200

More information

www.willhaben.at

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ABOUT INTERVALID

The secure data protection management software

Intervalid GmbH positions itself as an efficient partner in company-wide data protection management in accordance with the EU General Data Protection Regulation. Its daily objective is to optimally prepare organisations using Intervalid for all regulatory requirements and official enquiries.

In collaboration with IT experts and legal professionals, the software is continuously updated to ensure its relevance and compliance. In addition, valuable content relating to the GDPR is made available on an ongoing basis.

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“We like the web-based solution, as it allows editing on different devices. The operation is mostly intuitive and self-explanatory. The processing of records of processing has also become faster, simpler, and more transparent since switching to Intervalid.”

Data Protection Team, willhaben internet service GmbH

Convincing usability – professional support – efficient functionality

“We chose Intervalid because its usability impressed us, the contact was exceptionally friendly and professional, and the range of functions matched our requirements and expectations. In addition, during validation it became apparent that one of our parent companies would also be choosing Intervalid,” says the Data Protection Team. A major advantage of Intervalid lies in the concept and perspective of the software solution: from a certain company size onwards, data protection can no longer be handled centrally. Instead, employees from all departments such as sales, marketing, finance, and service are responsible for their data and must be able to process it easily in line with GDPR requirements. The solution was therefore designed with a strong focus on usability. The low training effort required by existing customers confirms this approach. The wide range of templates and checklists is also highly valued, as it eliminates the need to start from scratch.

Intervalid guides users step by step towards legally compliant GDPR implementation and ensures regular reviews. The tool records all applications, implements technical and organisational measures, and carries out data protection impact assessments. Checklists are used to verify compliance with GDPR requirements. Risks can be identified, and tasks can be processed online. Reports can be generated at the click of a button, providing transparent documentation, and data subject requests can be handled within the system in a timely manner. Online documentation enables rapid response to data breaches. Employees can be trained via e-learning, with courses managed directly within the system. With Intervalid, companies can progressively build, continuously optimise, and maintain their data protection management in a legally compliant and up-to-date manner.

Flexible access – competent, fast and solution-oriented support

Intervalid was developed as a Software-as-a-Service (SaaS) solution and is hosted in a certified data centre. Users therefore only require an internet connection to get started immediately. “We appreciate the web-based solution, as it allows processing across different devices. Operation is mostly intuitive and self-explanatory. Managing records of processing activities has also become faster, easier, and more transparent since switching to Intervalid,” says the Data Protection Team.

The Data Protection Team also highlights the collaboration with Intervalid staff:

“As with any software, there are suggestions for improvement that arise during use, which we pass on to the developers. The support is always competent, fast, and solution-oriented. Intervalid is genuinely interested in continuously improving its solution, welcomes feedback, and implements it.”

Key advantages over ‘offline’ documentation

Compared to the previously used Excel-based solution, willhaben sees the greatest advantages in location-independent multi-user access: “As mentioned, Intervalid allows processing across different devices. In addition, multiple users can work on the system simultaneously.”