

VISHWAAS

Cross Identity's DPDPA Compliance Solution

Simplifying Data Protection the Smarter Way



www.crossidentity.com

Introduction

India's new Digital Personal Data Protection (DPDP) Act brings a bold shift in how businesses handle personal data. But staying compliant doesn't have to be complex or costly.

At Cross Identity, we've turned 23+ years of IAM expertise into a solution that helps you tackle DPDP with confidence. Designed and developed in India, our platform combines Consumer Identity and Access Management (CIAM) with powerful compliance features—making it easier for your teams to manage consent, secure data, and respond to regulatory demands.

Backed by recognition from analysts like Gartner and KuppingerCole, Cross Identity is more than just a CIAM solution—it's a converged IAM platform that's built for today's compliance needs and tomorrow's digital growth.

Whether you're just starting your DPDP journey or scaling to meet complex requirements, we're here to make it seamless, scalable, and surprisingly affordable.

In this document, we break down what the DPDP Act means for your business and show how our solution helps you meet each requirement—clearly, quickly, and with the flexibility you need.

Consent Management System

Relevant Clause: Section 6 – Consent

Excerpt from DPDP Act

“Consent” means any voluntary, specific, informed indication of the data principal's wishes, either by a statement or by a clear affirmative action, signifying agreement to the processing of personal data relating to him or her.

Feature Details

- User interface to obtain clear, informed, and specific consent.
- Mechanism for users to withdraw consent at any time.
- Audit trail to record consent history, including purpose and time.

Data Principal Rights Management

Relevant Clause: Section 11 & 12 – Rights to Access, Correction, and Erasure

Excerpt from DPDP Act

Section 11: Every data principal shall have the right to obtain confirmation from the data fiduciary whether their personal data is being processed and access that data.

Section 12: A data principal has the right to request correction or erasure of inaccuracies in their personal data.

Feature Details

- Portal for users to access, correct, update, or request erasure of their data.
- Workflow to handle data principal requests with tracking and service level agreements (SLAs).

Grievance Redressal Mechanism

Relevant Clause: Section 13 – Grievance Redressal

Excerpt from DPDP Act

Data principals shall have access to a process to lodge grievances regarding data processing activities, and the data fiduciary shall ensure timely resolution of such grievances.

Feature Details

- System for users to submit grievances related to data processing.
- Assignment of a Data Protection Officer (DPO) to address grievances within prescribed timelines.
- Notification system to inform users about the status of their grievances.

Data Security Measures

Relevant Clause: Section 8(5) – Security Safeguards

Excerpt from DPDP Act

Data fiduciaries must implement appropriate technical and organisational measures—including encryption, multi-factor authentication, and regular risk assessments—to ensure the security of personal data.

Feature Details

- Implementation of appropriate technical and organizational measures to prevent personal data breaches.
- Regular risk assessments and vulnerability scans.
- Encryption of personal data in transit and at rest.

Personal Data Breach Notification

Relevant Clause: Section 8(6) – Notification of Data Breach

Excerpt from DPDP Act

In the event of a personal data breach, the data fiduciary shall, without undue delay, notify the competent authority and the affected data principals with all relevant details.

Feature Details

- Mechanism to detect and report personal data breaches to the Data Protection Board and affected individuals.
- Maintenance of logs and dashboards for security events.

Data Retention and Erasure Policies

Relevant Clause: Section 8(7) – Erasure of Personal Data

Excerpt from DPDP Act

Data fiduciaries shall ensure the erasure of personal data upon withdrawal of consent or when the purpose for processing has been fulfilled, subject to certain legal exceptions.

Feature Details

- Policies to erase personal data upon withdrawal of consent or when the specified purpose is no longer served.
- Alerts for data retention expiry and mechanisms for data disposal.

Privacy Notice and Policy Management

Relevant Clause: Section 5 – Notice to Data Principal

Excerpt from DPDP Act

The data fiduciary shall provide a clear and accessible privacy notice containing details on the processing of personal data, the purpose, and the legal basis, to the data principal at the time of data collection.

Feature Details

- System to display and manage privacy notices.
- Capture of user acknowledgment for privacy policies.
- Version control for tracking changes in privacy policies.

Role-Based Access Control (RBAC)

Relevant Clause: Section 10(2)(a) – Obligations of Significant Data Fiduciary

Excerpt from DPDP Act

Significant data fiduciaries shall implement role-based access controls and ensure accountability by assigning designated Data Protection Officers.

Feature Details

- Access control mechanisms based on user roles and processing purposes.
- Assignment of accountability to Data Protection Officers.
- Activity logs for audit and accountability.

Cross-Border Data Transfer Controls

Relevant Clause: Section 16 – Transfer of Personal Data Outside India

Excerpt from DPDP Act

The transfer of personal data outside India shall be allowed only if the recipient country ensures an adequate level of data protection, as determined and notified by the Central Government.

Feature Details

- Controls to manage and log data transfers outside India.
- Restrictions on transfers to countries notified by the Central Government.
- Legal compliance mapping for different jurisdictions.

Children's Data Protection

Relevant Clause: Section 9 – Processing of Personal Data of Children

Excerpt from DPDP Act

For processing the personal data of children, explicit parental consent is mandatory along with appropriate measures to verify age and safeguard the minor's data.

Feature Details

- Age verification mechanisms.
- Parental consent modules.
- Restrictions on behavioral tracking of children.

■ Data Protection Impact Assessments (DPIA)

Relevant Clause: Section 10(2)(c) – Obligations of Significant Data Fiduciary

Excerpt from DPDP Act

Where processing is likely to result in a high risk to the rights and freedoms of data principals, the data fiduciary shall conduct a Data Protection Impact Assessment (DPIA).

Feature Details

- Tools to conduct DPIAs for high-risk data processing activities.
- Documentation and submission of DPIAs to the appropriate authority.

■ Record of Processing Activities (RoPA)

Relevant Clause: Section 10 – Obligations of Significant Data Fiduciary

Excerpt from DPDP Act

Data fiduciaries shall maintain detailed records of processing activities, including the categories of personal data processed and the purposes for which they are processed.

Feature Details

- Maintenance of records detailing data collection, storage, processing, and sharing activities.
- Classification of processing activities into essential and non-essential purposes.

■ Integration with Data Protection Board

Relevant Clause: Section 27 – Powers and Functions of Data Protection Board

Excerpt from DPDP Act

The Data Protection Board is vested with the power to monitor and enforce compliance, and data fiduciaries must provide timely information upon request.

Feature Details

- Alerts for legal updates and notifications from the Data Protection Board.
- Modules to respond to notices or investigations initiated by the Board.
- Record maintenance and compliance reporting.

Cross Identity's DPDP Feature Snapshot

Feature	Feature Details	Availability
Consent Management System	<ul style="list-style-type: none"> • Ability to create & launch consent collection campaign for all or select users. • Administrator UI to define the purpose, data for consent collection and options to define license agreements. • Consumer UI to see the data for which consent is being collected, purpose of consent collection. • Consumer can provide the consent or deny the same. • Consumer can also revoke the already provided consent any time. 	Available Now
Data Principal Rights Management	<ul style="list-style-type: none"> • Administrator UI to choose the data to be made editable/non-editable by the user. • Consumer UI to see the data held by an organization. • Consumer can edit the data if allowed by the administrator. • Consumer can delete the data if allowed by the administrator. • Consumer can raise a ticket if data update or removal is not enabled by the administrator. 	Available Now
Grievance Redressal Mechanism	<ul style="list-style-type: none"> • In built ticketing system is available to the users to raise ticket regarding any issue. • Users can attach any document/ screenshots as part of ticket creation. • Both administrator or user can post updates on a ticket. 	Available Now
Data Security Measures	<ul style="list-style-type: none"> • The data is encrypted at rest or in transit via AES 256 algorithm. <p>Rigorous security checks are performed on the entire product stack on regular intervals.</p>	Available Now

Personal Data Breach Notification	<ul style="list-style-type: none"> Comprehensive dashboard widgets & reports are available for all the user & administrator activities. Custom Tasks can be plugged in to integrate with Data Protection Board to report any information. - Available 30/06/2025 	Available Now
Data Retention & Erasure Policies	<ul style="list-style-type: none"> Policy driven data management workflow to be made available to handle data retention & erasure scenarios. Custom Action triggers will be provided to handle different business requirements. 	Available 30/06/2025
Privacy Notice & Privacy Management	<ul style="list-style-type: none"> Administrator UI to define purpose of consent collection & data usage. User profile self service to manage profile data. 	Available Now
Role based access control	<ul style="list-style-type: none"> Roles based Access Control (RBAC) & Attributes based Access Control (ABAC) are available to authorize users or administrators. 	Available Now
Cross border data transfer controls	<ul style="list-style-type: none"> The solution is hosted on Indian Cloud infrastructure and there is no scenario of data being transferred beyond Indian borders. 	Available Now
Children's Data Protection	<ul style="list-style-type: none"> KYC for users is available to determine underage users. Ability to delegate authority to parent - Available 30/06/2025 	Available Now
Data Protection Impact Assessment	<ul style="list-style-type: none"> Access Certification for sensitive data can be performed on-demand or at scheduled intervals. Report of Access Certification can be submitted to appropriate authorities/ stakeholders. 	Available Now
Record of Processing Activities	<ul style="list-style-type: none"> Detailed audit reports of all data processing activities are available to the administrator which can be presented to stakeholders. 	Available Now
Integration with Data Protection Board	<ul style="list-style-type: none"> Solution has an in-built notification module which can be used to publish any type of notification to all or select users. 	Available Now