

# The Crucial Role of Recording Transactions in Instant Messaging



U03

## PROTECT YOUR DATA



Share files  
with confidence



Communicate  
securely



Protect all your data

**Recording transactions in instant messaging platforms plays a pivotal role in maintaining traceability and accountability.**

It becomes particularly critical in sectors like finance, healthcare, and legal, because rigorous compliance with data retention and retrieval protocols is non-negotiable.

This process of transaction logging ensures every interaction, be it a simple message or a complex file transfer, is tracked and stored for future reference or scrutiny if required.

**If your employees are using WhatsApp for business communication, transactions aren't recorded and they are exposing your company to serious data breaches and security risks.**

## What would your employees choose?

“If not given company-approved cloud tools, frontline workers may risk company and data security and regulatory compliance to use their own. Fifty-three percent of frontline workers use messaging apps such as WhatsApp and Facebook Messenger up to six times a day for work-related reasons, but 68% of them said they'd stop if given approved internal communication tools.” (Google White Paper)

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**The result of not recording transactions is a regulatory minefield that risks heavy fines, reputational damage and financial burdens.**

## **NHS reprimanded for unauthorized patient data sharing on WhatsApp**

The Information Commissioner's Office (ICO) in the UK recently reprimanded NHS Lanarkshire for the "unauthorized use of WhatsApp" to share patient data. Over two years, 26 NHS Lanarkshire staff members used a WhatsApp group chat to share patients' personal data, including names, phone numbers, and addresses, on more than 500 occasions. The organization was ordered to make improvements within six months, implement a secure clinical image transfer system, review and amend policies, and consider data-related risks in app approval processes.

## **Banks fined \$549 million for evading regulators via Signal and WhatsApp usage**

U.S. regulators recently announced a combined \$549 million in penalties against Wells Fargo and a raft of smaller and non-U.S. firms that failed to maintain electronic records of employee communications.

The SEC disclosed charges and \$289 million in fines against 11 firms for "widespread and longstanding failures" in record-keeping, while the Commodity Futures Trading Commission also said it fined four banks a total of \$260 million for failing to maintain records required by the agency.

## **Abhorrent behaviour in the UK's Metropolitan Police**

In April 2023, two serving officers in the Metropolitan Police, along with six former colleagues, were guilty of gross misconduct for sharing discriminatory and offensive content in a WhatsApp group.

This incident led to their dismissal and highlighted the need for strict regulation and oversight of digital communication in professional settings, particularly in sectors like law enforcement where trust and integrity are paramount.

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## How Galaxkey Lockchat Addresses These Challenges

Galaxkey Lockchat, with its cutting-edge features, addresses this situation effectively.

### ➔ Complete In-House Privacy

Lockchat provides complete in-house privacy, enabling organizations to utilize their own servers. This gives businesses full control over their data and who has access to it, further fortifying security and enhancing the management of sensitive information.

### ➔ Content Filtering

Lockchat's advanced content filtering features offer comprehensive protection against visual threats. It intelligently identifies and blocks inappropriate or offensive content such as pornography, graphic violence, and weapons, ensuring a safe and professional communication environment.

### ➔ Transparent Auditing

Lockchat's robust auditing capabilities generate comprehensive chat logs, giving businesses full auditability of their digital communication. The duration for retaining these logs is entirely controlled by the business, allowing for a complete audit trail to be maintained for as long as necessary. This feature plays an integral role in maintaining transparency and accountability within organizations.

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## The Benefits of Galaxkey Lockchat

### → **Auditability and Transparency**

Lockchat's robust auditing capabilities allow for complete transparency in digital communication, fostering accountability within organizations.

### → **Control Over Data Retention**

With Lockchat, businesses have complete control over the duration for retaining chat logs, enabling them to maintain a comprehensive audit trail for as long as necessary.

### → **Protection Against Inappropriate Content**

Galaxkey's robust encryption ensures your sensitive data is always secure, whether in transit or at rest, giving you peace of mind in an increasingly data-driven world.

### → **Enhanced Trust and Confidence**

By addressing the challenges of secure instant messaging, Lockchat instills a greater sense of trust and confidence in digital communication within organizations.

Ready to take control of your instant messaging for business?

Email us at  
[sales@galaxkey.com](mailto:sales@galaxkey.com)

or call us at  
**+44 (0)333 150 6660**

## Galaxkey Lockchat

Secure instant messaging with advanced content filtering and robust auditing. It empowers businesses with data retention control and a comprehensive audit trail. Addressing key challenges in secure messaging, Lockchat enhances trust within organizations.