

Outsourced Data Protection Officer services

What is a Data Protection Officer (DPO)?

The DPO is an important leadership role within an organization's governance structures and is a key stakeholder in the data protection accountability framework defined by the General Data Protection Regulation (GDPR). The DPO oversees and monitors data protection compliance and reports independently to the senior management level of the organization. They also act as the primary point of contact for data subjects, customers, suppliers and employees who have data protection related queries or concerns.

What must the DPO do?

The DPO has specific tasks that must be performed in support of the organization's data protection compliance activities:

- Informing and advising management and employees of their obligations under the GDPR and local legislation
- Monitoring compliance with this legislation
- Advising, where requested, with regards to data protection impact assessments, and monitoring their performance
- Cooperating with relevant supervisory authorities (i.e. the Data Protection Commission, or Information Commissioner's Officer)
- Acting as the contact point for the supervisory authority on issues relating to data protection and processing of personal data

Should I appoint a DPO?

The question most organizations are asking is; does my business need a DPO? In short, this will depend on whether the criteria in Article 37 are met. However, even if your organization is not obligated to do so, appointing a DPO or a Privacy Officer is a prudent action that helps demonstrate that you take GDPR and data protection compliance seriously. Article 37 of the regulation specifies that the appointment of a DPO is required where:

- You are a public authority or body processing and controlling personal data
- Data controllers and processors whose core activities consist of processing operations which require regular and systematic monitoring of data subjects on a large scale
- The core activities of the controller or the processor consist of processing on a large scale of special categories of data

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Outsourced DPO services – What we offer

As part of our GDPR service portfolio, our experienced consultants can support you in all aspects of your organization's requirements of a DPO.

Key elements of our Outsourced DPO services include:

- **Data Subject Requests** - supporting your organization to plan, design and implement effective procedures and processes to respond to data subject requests including to address the right of access, right to be forgotten, right to portability and right to objection/restriction. Our consultants can also provide real-time support during a request and assist in or oversee the response process
- **Data protection awareness training** – we provide a number of training options that helps your organization's management and staff understand their obligations in relation to data protection identified
- **Personal data breach support**
 - **Response planning** – When implementing a personal data breach response plan in an organization, our tailored approach ensures that (1) Roles and responsibilities are defined and allocated; (2) Staff are trained on how to respond to a security incident in a methodical manner; (3) Incident scenarios are drilled to ensure effective organization response; (4) Legal, regulatory and contractual obligations are defined and documented; (5) Regulatory and data subject notification protocols and processes are documented and effective
 - **Real time support** – In addition to assisting your organization to develop data breach response capabilities, we also provide real-time first responder services to provide immediate support to organizations when a personal data breach is identified
- **Understanding Data Protection Impact Assessment (DPIA) requirements** - workshop support to identify and review key data flows, proposed changes or projects, perform screening of proposed projects or processing activities to determine whether DPIAs are necessary in line with the GDPR, and to monitor ongoing DPIAs