

Beyond the legislation: Putting the letter 'C' into your Privacy Management Programme



Liz Smith

Senior Data Protection and Customer Solutions Expert
linkedin.com/in/elizabeth-smith

What is a Privacy Management Programme (PMP)?

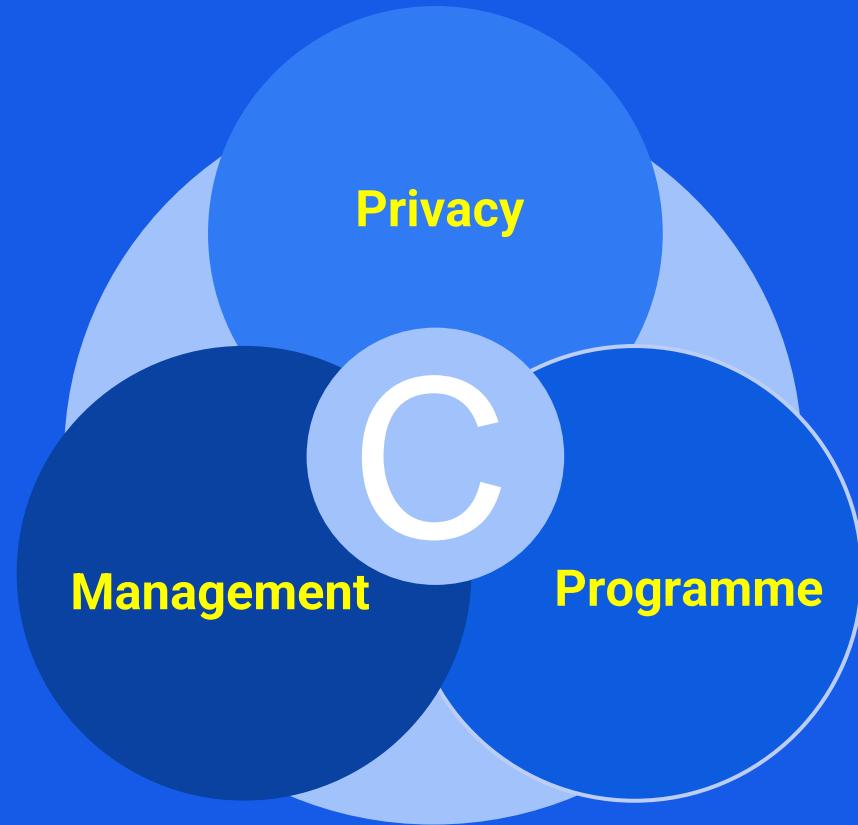


Framework that “as a minimum” supports the organisation to meet the 10 fair information principles of PIPEDA.





- Policies
- Procedures
- Records of the personal information - what, why, how, where, who, shared, retained?
- Sensitive data?
- Consent management
- Risk assessments
- Third party due diligence
- PIAs
- Security measures
- Access controls
- Incident and Breach management/notifications
- Training and Awareness
- Reviews and Audits
- Management Information, Reporting and Oversight





Community



Communication

Community 1



DPOrganizer

Internal Community

- C-Suite
- Culture
- Community / Communities
- Colleagues
- Champions
- Connections
- Capability
- Collaboration
- Consciousness

Community 2



External

- Customers
- Compliance
- Controls
- Current
- Consistency
- Connections
- Collaboration

Communication

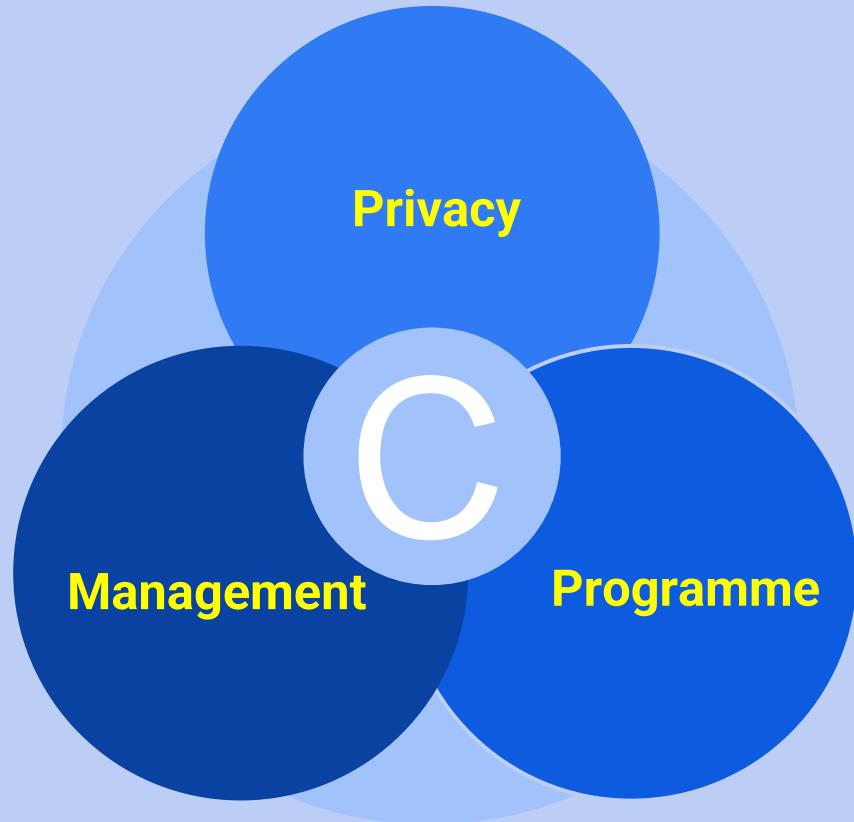


- **Comprehension**
- **Challenge**
- **Care**
- **Counsel**
- **Coach**
- **Conversations**

*Cake, Cookies, Children and
Cats!*



- **Policies**
- **Procedures**
- **Records of the personal information**
- **Sensitive data**
- **Consent management**
- **Training and Awareness**
- **Risk assessments**
- **Security measures**
- **Third party due diligence**
- **PIAs**
- **Incident and Breach management/notifications**
- **Access controls**
- **Reviews and Audits**
- **Management Information, Reporting and Oversight**



- C-Suite
- Culture
- Community / Communities
- Colleagues
- Champions
- Connections
- Capability
- Collaboration
- Consciousness
- Customers
- Compliance
- Controls
- Current
- Consistency
- Conversations
- Challenge
- Comprehension
- Care
- Counsel
- Coach
- Conversations

Policies
Procedures
Records of the personal information
Sensitive data
Consent management
Training and Awareness
Risk assessments
Security measures
Third party due diligence
PIAs
Incident and Breach management/notifications
Access controls
Reviews and Audits
Management Information, Reporting and Oversight

C-Suite
Culture
Community / Communities
Colleagues
Champions
Connections
Capability
Collaboration
Consciousness
Customers
Compliance
Controls
Current
Consistency
Conversations
Challenge
Comprehension
Care
Counsel
Coach
Conversations



DPOrganizer

Frequent Violations

Data Breaches:

culture, capability, controls, comprehension, care, compliance

Unauthorised access:

controls, communication, comprehension, consistency

Retention Periods:

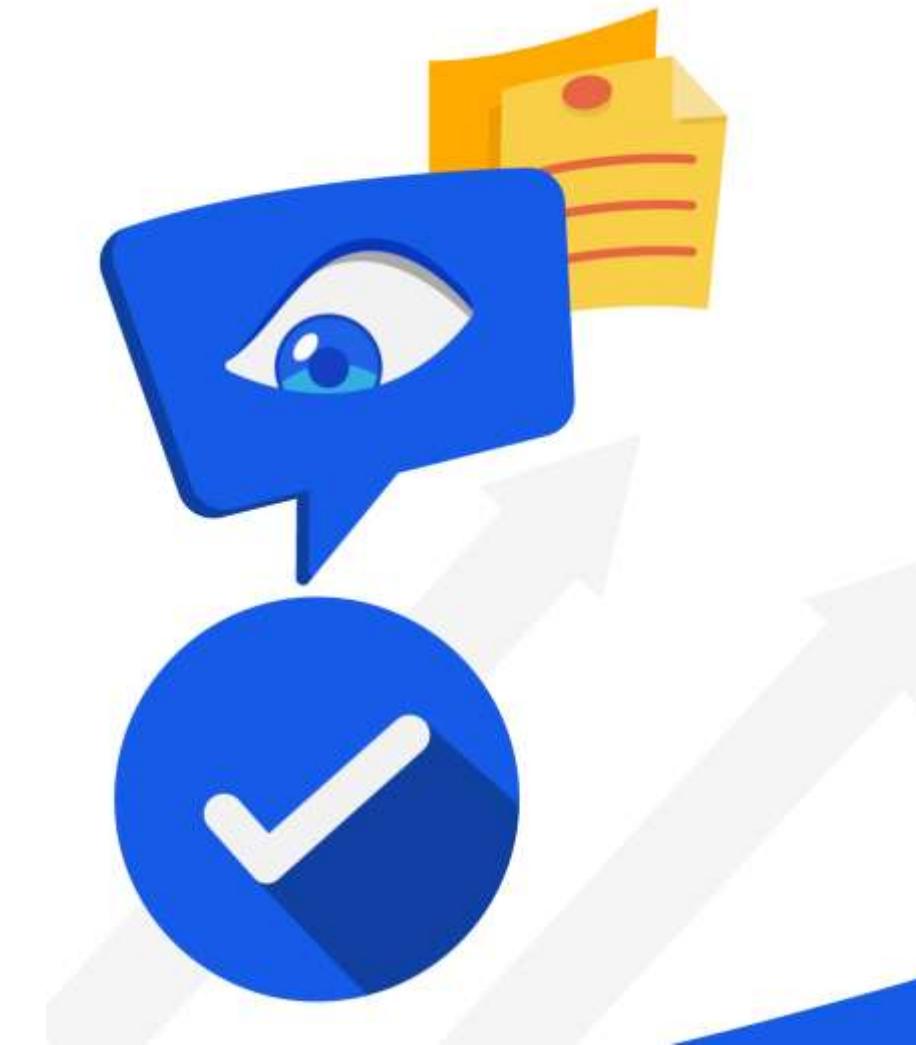
controls, current, compliance, consistency

Inadequate Practices:

C-Suite, culture, community, current, consistent

Noncompliance:

C-suite, culture, controls, capability, comprehension, care



Violation “Cures”

Data Breaches: culture, capability, controls, comprehension, care, compliance **C-Suite, Communities, Conversations, Coaching, Counsel, Champions**

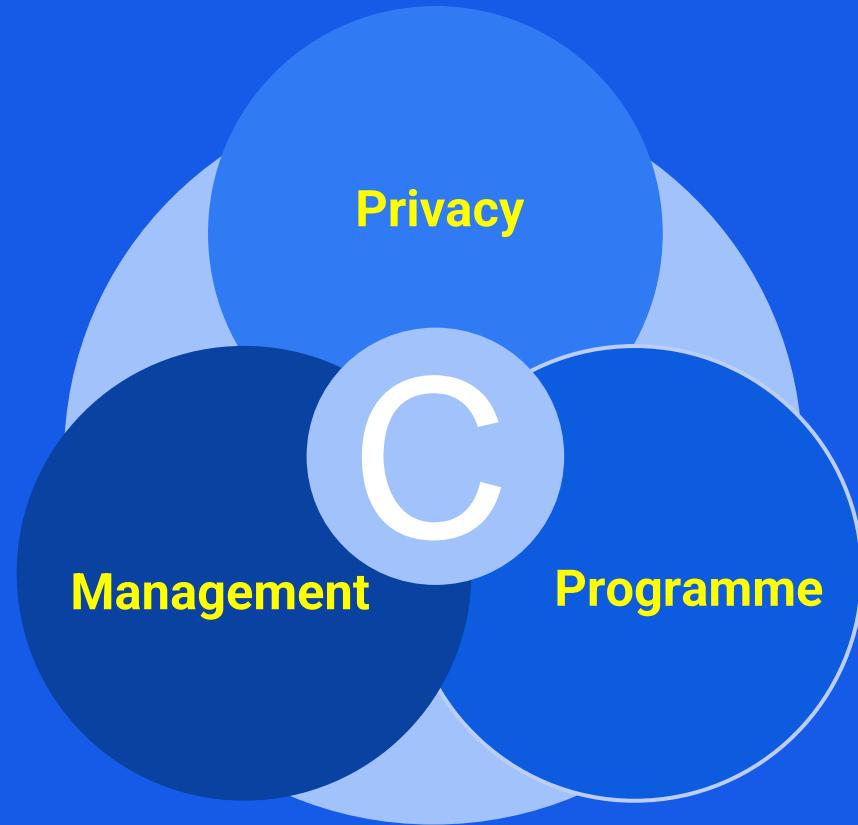
Unauthorised access: controls, communication, comprehension, consistency **Culture, Compliance, Challenge, Compliance**

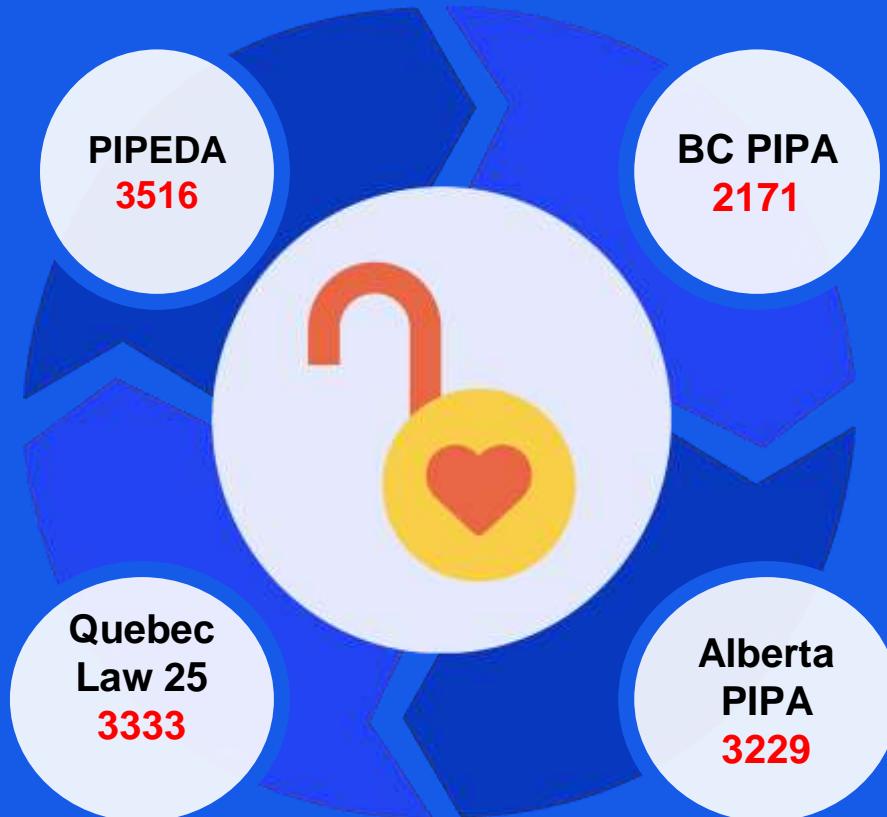
Retention Periods: controls, current, compliance, consistency **Conversations, Challenge, Comprehension, Coaching, Champions**

Inadequate Practices: C-Suite, culture, community, current, consistent **Challenge, Coaching, Compliance, Conversations**

Noncompliance: C-suite, culture, controls, capability, comprehension, care **Comprehensive Collection of Cs!**









Comments

Conversation

Thank you!



Liz Smith

**Senior Data Protection and
Customer Solutions Expert**

linkedin.com/in/elizabeth-smith-mbcs-pcqi



**Scan to add me
on LinkedIn**

DPOrganizer