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QUESTION 1

PPP

Based on the visibility exercise, the consultants created a single privacy policy applicable to all the client relationships and business functions. The policy detailed out what PI company deals with, how it is used, what security measures are deployed for protection, to whom it is shared, etc. Given the need to address all the client relationships and business functions, through a single policy, the privacy policy became very lengthy and complex. The privacy policy was published on company's intranet and also circulated to heads of all the relationships and functions. W.r.t. some client relationships, there was also confusion whether the privacy policy should be notified to the end customers of the clients as the company was directly collecting PI as part of the delivery of BPM services. The heads found it difficult to understand the policy (as they could not directly relate to it) and what actions they need to perform. To assuage their concerns, a training workshop was conducted for 1 day. All the relationship and function heads attended the training.

However, the training could not be completed in the given time, as there were numerous questions from the audiences and it took lot of time to clarify.

(Note: Candidates are requested to make and state assumptions wherever appropriate to reach a definitive conclusion)

Introduction and Background

XYZ is a major India based IT and Business Process Management (BPM) service provider listed at BSE and NSE. It has more than 1.5 lakh employees operating in 100 offices across 30 countries. It serves more than 500 clients across industry verticals -- BFSI, Retail, Government, Healthcare, Telecom among others in Americas, Europe, Asia-Pacific, Middle East and Africa. The company provides IT services including application development and maintenance, IT Infrastructure management, consulting, among others. It also offers IT products mainly for its BFSI customers.

The company is witnessing phenomenal growth in the BPM services over last few years including Finance and Accounting including credit card processing, Payroll processing, Customer support, Legal Process Outsourcing, among others and has rolled out platform based services. Most of the company's revenue comes from the US from the BFSI sector. In order to diversify its portfolio, the company is looking to expand its operations in Europe. India, too has attracted company's attention given the phenomenal increase in domestic IT spend esp. by the government through various large scale IT projects. The company is also very aggressive in the cloud and mobility space, with a strong focus on delivery of cloud services. When it comes to expanding operations in Europe, company is facing difficulties in realizing the full potential of the market because of privacy related concerns of the clients arising from the stringent regulatory requirements based on EU General Data Protection Regulation (EU GDPR).

To get better access to this market, the company decided to invest in privacy, so that it is able to provide increased assurance to potential clients in the EU and this will also benefit its US operations because privacy concerns are also on rise in the US. It will also help company leverage outsourcing opportunities in the Healthcare sector in the US which would involve protection of sensitive medical records of the US citizens. The company believes that privacy will also be a key differentiator in the cloud business going forward. In short, privacy was taken up as a strategic initiative in the company in early 2011.

Since XYZ had an internal consulting arm, it assigned the responsibility of designing and implementing an enterprise wide privacy program to the consulting arm. The consulting arm had very good expertise in information security consulting but had limited expertise in the privacy domain. The project was to be driven by CIO's office, in close consultation with the Corporate Information Security and Legal functions.

Do you agree with company's decision to have single privacy policy for all the relationships and functions? Please justify your view. (250 to 500 words)

A. See the answer in explanation below.

B. Placeholder



C. Placeholder

D. Placeholder

Correct Answer: A

Yes, I agree with the company's decision to have a single privacy policy for all its relationships and functions. Having a unified privacy policy allows the organization to communicate consistently across multiple channels of communication with

customers, partners and vendors. It also ensures that all stakeholders are aware of their rights when dealing with personal data and makes it easier for them to understand their responsibilities when handling such information.

Moreover, having a standardized privacy policy helps to protect the company from potential legal repercussions due to inadequate protection of confidential data. The need for comprehensive protection is especially important in this age

where cyber-attacks are becoming increasingly frequent and sophisticated. By putting in place a consistent framework that governs how any organization handles sensitive information can help reduce the risks associated with data breaches.

By demonstrating that the company takes strong measures to protect its customers' personal information, a single privacy policy can help boost the company's reputation and build trust with customers. Compliance with a variety of regulatory

requirements is especially important for companies operating in regulated industries, such as banking and healthcare.

In addition, having a unified privacy policy allows organizations to maintain control over how their data is stored and processed. By monitoring who has access to confidential information, companies can identify any potential security

vulnerabilities before they are exploited by malicious actors.

To conclude, I support XYZ's decision to have one privacy policy for all its relationships and functions. Having a unified privacy policy can help the organization protect itself from potential legal risks, boost its reputation and maintain control

over how data is stored and used. All in all, it is an important step to ensure that customer data is always kept safe and secure.

QUESTION 2

Map the legal and compliance requirements to each data element that an organization is dealing with in all of its business processes, enterprise and operational functions, and client relationships. This an imperative of which DPF practice area?

A. Visibility over Personal Information (VPI)

B. Privacy Organization and Relationship (POR)

C. Regulatory Compliance Intelligence (RCI)

D. Privacy Policy and Processes (PPP)

Correct Answer: D



QUESTION 3

MIM

The company has a well-defined and tested Information security monitoring and incident management process in place. The process has been in place since last 10 years and has matured significantly over a period of time. There is a Security Operations Centre (SOC) to detect security incidents based on well-defined business rules.

The security incident management is based on ISO 27001 and defines incident types, alert levels, roles and responsibilities, escalation matrix, among others. The consultants advised company to realign the existing monitoring and incident management to cater to privacy requirements. The company consultants sought help of external privacy expert in this regard.

(Note: Candidates are requested to make and state assumptions wherever appropriate to reach a definitive conclusion)

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If you were the privacy expert advising the company, what steps would you suggest to realign the existing security monitoring and incident management to address privacy requirements especially those specific to client relationships? (250 to 500 words)

- A. See the answer in explanation below.
- B. Placeholder
- C. Placeholder
- D. Placeholder



Correct Answer: A

As an external privacy expert, the first step I would suggest for XYZ company is to conduct a detailed assessment of their existing security monitoring and incident management processes. This should include an analysis of how data is collected, stored, and accessed; what kind of policies are currently in place; and any other relevant security measures. It should also identify areas where additional process or technical changes may be required to meet privacy requirements. Once the initial assessment has been completed, I would recommend that XYZ take steps to ensure that its processes align with applicable laws and regulations regarding data protection, such as EU GDPR. For example, they should update their policies around data collection and storage so that they comply with GDPR's requirements on consent and purpose limitation. Additionally, XYZ should ensure that their systems are secure and only authorized personnel can access the data. Also I would suggest that XYZ develop a comprehensive incident response plan, indicating how they will address any data breaches or other privacy incidents. The plan should include steps for notification to affected individuals or organizations, containment of the incident, investigations into its cause and scope, and remediation efforts to prevent similar incidents in the future. Lastly I would recommend that XYZ review their client contracts to ensure that they clearly describe the company's commitments regarding data protection and security measures. This could include GDPR-compliant language on consent forms as well as clauses committing to regularly audit and update processes as necessary. These contractual terms will help protect both XYZ and their clients in the event of a privacy breach. In conclusion, implementing these steps will help XYZ establish an effective privacy program that meets all applicable legal requirements, protects their clients' data, and provides them with a competitive edge in the market. Additionally, it will ensure that they remain compliant and have appropriate measures in place to address any potential issues. By taking these proactive measures now, XYZ can ensure that they continue to successfully operate in both the EU and US markets while protecting the privacy of its customers.

QUESTION 4

With respect to privacy monitoring and incident management process, which of the following should be a part of a standard incident handling process?

- I) Incident identification and notification II) Investigation and remediation III) Root cause analysis IV) User awareness training on how to report incidents
- A. I and II
B. III and IV
C. I, II and III
D. All of the Above

Correct Answer: D

QUESTION 5

Your district council releases an interactive map of orange trees in the district which shows that the locality in which your house is located has the highest concentration of orange trees. Does the council map contain your personal information?

- A. Yes your ownership of the property is a matter of public record.
B. No Orange trees are not a person and so it can't have personal information.



C. It depends on the context of other information associated with the map.

D. None of the above.

Correct Answer: C

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