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Privacy teams:

The Good, the Great and the Golden.

Alex Van Cauwenbergh

CEO @ RESPONSUM

What to expect?

1. Introduction
2. Market trends
3. Profile of a privacy professional
4. RESPONSUM

#01.

Introduction.

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Alex Van Cauwenbergh

Industrial Engineer
(Vlerick alumnus)

Serial entrepreneur
Investor

CRANIUM

RESPONSUM

Bavo Van den Heuvel

Commercial Engineer

Active in Privacy since 2004
Privacy-advisor of Government
International IAPP trainer

brussels airport the heart of Europe · UNILIN · COLRUYT GROUP · bp · argenx · BIOCARTIS · Carrefour

Multi-sector expertise.

Hospitality

Radisson Blu
Pandox
ACCOR HOTELS
NOVOTEL HOTELS & RESORTS DEN HAAG
Holiday Inn
Dormben Hotel The Hague OpCo B.V.

Government

bbtk
Provincie Antwerpen
Enabel
Riemst HEERLIJK VEELZIJDIG!
VLAAMSE SPORTFEDERATIE
Kapellen

Technology

orange
connectingexpertise
HOSHIZAKI
Sparkcentral
Oehoe Data Science
nsx Normalized Systems
SCK·CEN STUDIECENTRUM VOOR KERNENERGIE CENTRE D'ETUDE DE L'ENERGIE NUCLEAIRE

Banking & Finance

TriFinance BEYOND ADVISORY
Riverside
FSMA FINANCIAL SERVICES AND MARKETS AUTHORITY
Van Dessel Financiële Diensten
LRM Oxygen for growth

Health + Life Science

BIOCARTIS
Clincierge
ZORG-SAAM
imelda ZIEKENHUIS
argenx
Kei revalidatie aan zee
SOMEDI
reu
UZA

Other

brussels airport the heart of Europe
bp
COLRUYT GROUP
Carrefour
Fintraffic
CRANIUM
UNILIN

What (not) to expect?

- x Putting people in boxes
- x Sales presentation
- x Expert advice on privacy matters

- ✓ Tips & Tricks
- ✓ Demo on how a tool can assist

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Our Expert Advisory Board.

Bavo
Van den Heuvel

Jamal
Ahmed

Kenneth
Sleijpen

Bart
van Buitenen

Alexander
Hanff

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Market Trends

#02.

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Data is the new gold. But it also represents risk.

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Risk.

75% of people
will have their personal data covered under modern privacy regulations by 2023

£2.5 billion
total cost of GDPR fines since 2018

600%
Rise in cybercrime since the COVID-19 pandemic

95%
Of breaches caused by human error

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Privacy professionals are very scarce & tremendously overworked.

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#03.

Profile of a Privacy Professional.

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Profile of a Privacy Professional*.

- ✓ Pragmatic
- ✓ Creates buy-in
- ✓ Principled
- ✓ Effective communicator
- ✓ Knowledgeable
- ✓ Problem solver
- ✓ Multidisciplinary
- ✓ Empathic
- ✓ Time manager

PEOPLE MANAGER

EXPERT

CONSULTANT

*Input from expert board

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Collaboration with other departments

Collaboration with the privacy team

Centralization of information

Inadequate tools

Insufficient resources

ROPA Management

DSRR handling

Business continuity

Organization

Privacy Operations

DPIA execution

Challenges for privacy teams

Overwhelmed by too much work / information

Stakeholder & vendor management

Lack of appreciation by colleagues

Work Appreciation

Accountability

Incidents & breach management

Stress from uncertainty of compliance

Up-to-date legal knowledge

Redundant / repetitive work

Reporting

Historic logs

Proof of compliance

Awareness in the organization

Collaboration with other departments	Collaboration with the privacy team	Centralization of information	Inadequate tools	Insufficient resources
Business continuity				

Organization

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ROPA Management

DSRR / FOI handling

Privacy Operations

DPIA execution

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Awareness in the organization

Accountability

Reporting	Historic logs	Proof of compliance

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Overwhelmed by too much work / information		
Lack of appreciation by colleagues		
Stress from uncertainty of compliance	Up-to-date legal knowledge	Redundant / repetitive work

Work Appreciation

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Best practices.

Focus on people skills.

- ✓ Communication
- ✓ Conflict management
- ✓ Empathy
- ✓ Leadership
- ✓ Listening
- ✓ Negotiation
- ✓ Persuasion
- ✓ Positive attitude
- ✓ Privacy champions
- ✓ Teamwork

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Best practices.

Automate with tools.

- ✓ Collaboration
- ✓ Reusability
- ✓ Reporting
- ✓ Increase efficiency
- ✓ User-friendly
- ✓ Low implementation costs
- ✓ Value for money

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Best practices.

Invest in expertise

- ✓ Learn, learn, learn
- ✓ Visit conferences
- ✓ Subscribe to newsletters
- ✓ Talk to peers
- ✓ Hire consultants

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Best practices.

Be creative

- ✓ Solve problems rather than present problems
- ✓ Experiment with different tools, channels, …
- ✓ Gamification
- ✓ Add some humor

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#04

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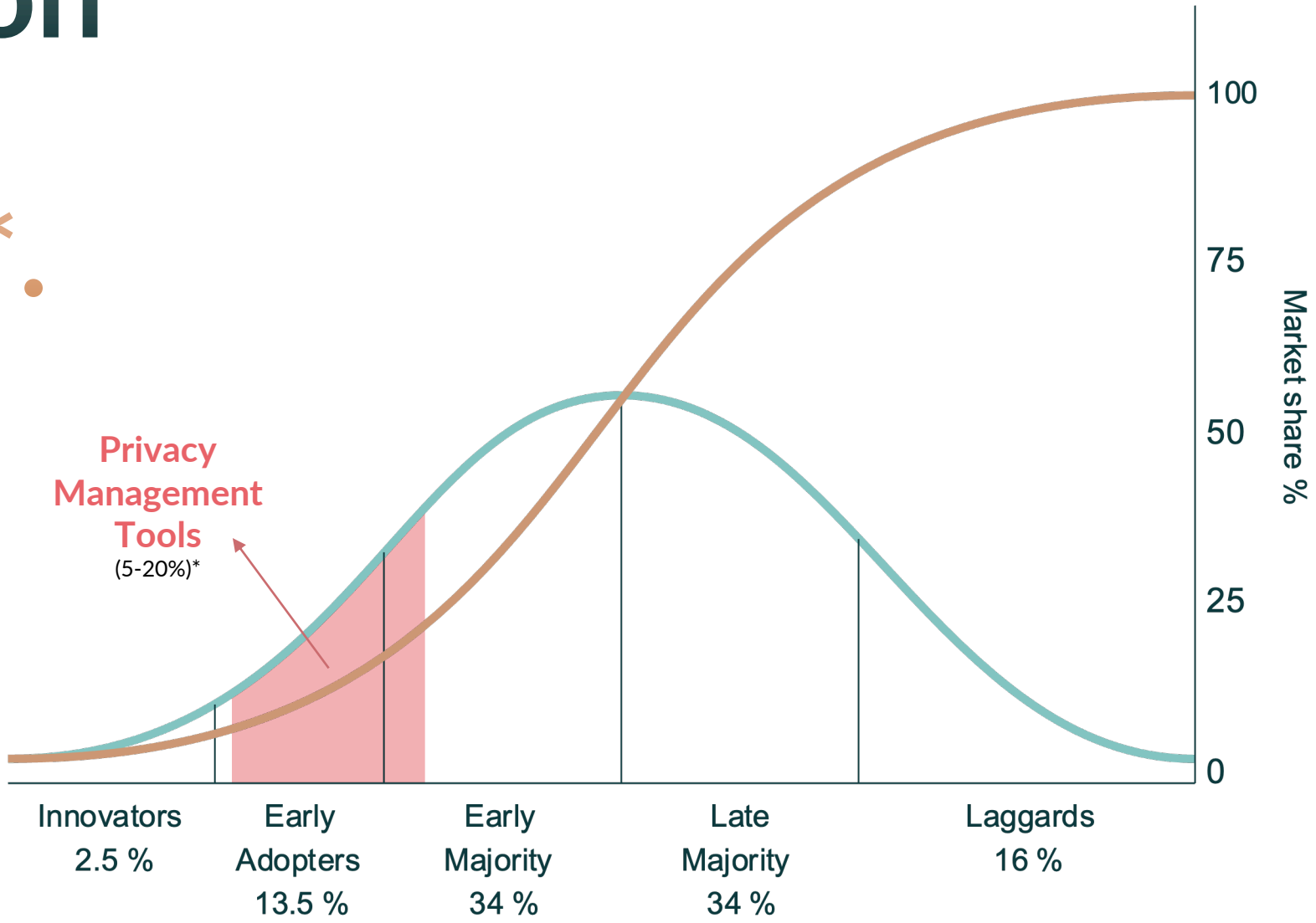
Innovation adoption lifecycle*.



*Source Gartner

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The all-in-one privacy management software solution.

Simplify and automate your Privacy compliance challenges with an all-in-one Privacy Management software. Minimize risks for your organization and turn Privacy into a competitive advantage.

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Building blocks.

DASHBOARDS & REPORTING

MODULES

PRIVACY MANAGEMENT

RECORD OF PROCESSING ACTIVITIES
Discovery | ROPA | TIA | Balancing test

PRIVACY BY DESIGN
TOE | DPIA | Assessment Automation

DATA SUBJECT RIGHTS
DSAR | Analysis Workflows

INCIDENT MANAGEMENT
Impact analysis Remediation

VENDOR MANAGEMENT
DPA | Vendor Assessment | Inventories

AWARENESS

LEARNING
Privacy | Security | Data Management

PHISHING
Email Phishing | SMS Phishing | USB Drop

ENGAGE
Awareness messages | Follow-up | Communication

AUTOMATION
Smart Groups

GOVERNANCE, RISK & COMPLIANCE

RISK MANAGMENT
Privacy | Security | Operational | Vendor

POLICIES AND PROCEDURES
Centralize | Versioning | Review cycles

ISMS
Statement of Applicablity | Control Library

INCIDENT MANAGEMENT
Impact analysis Remediation

ASSESSMENTS

MATURITY ASSESSMENTS
Privacy | Security | Data

CUSTOM ASSESSMENTS
Template library / Assessment Builder / Import

ASSESSMENT AUTOMATION
Integrated / Automated grading / Follow-up

CONSENT MANAGEMENT

COOKIE CONSENT
Integrated / Automated grading / Follow-up

FOUNDATION

DATA GOVERNANCE

DATA DISCOVERY
Integrated | Automated grading | Follow-up

DATA MAPPING
Discovery | Process Management

DATA DICTIONARY
Data attributes | Data Subjects | Data objects

CONFIGURATION

USER MANAGEMENT

PERMISSIONS & ACCOUNTABILITY

EMPLOYEE MANAGEMENT

2FA

FRAMEWORKS & METHODOLOGIES

CNIL – GDPR TOOLKIT

DATA TILSYNET – DATA PROTECTION BY DESIGN

ISO 27001/27002

NIST – CYBERSECURITY FRAMEWORK

ENISA – PERSONAL DATA BREACH SEVERITY ASSESSMENT

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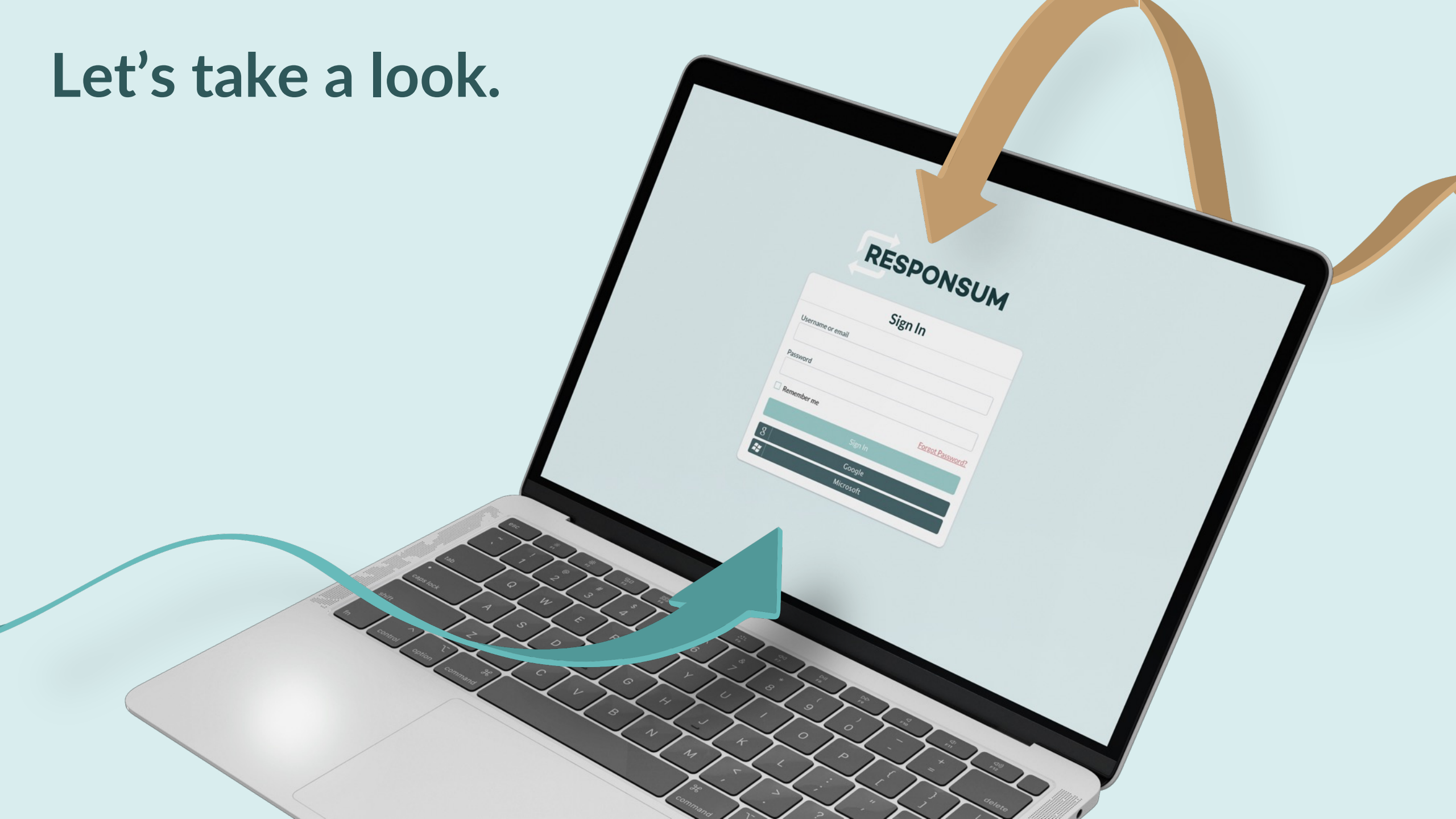
Let’s take a look.



Thank you.

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