

GDPR



integrity
Ethics & Compliance Training

Topic 1 – What Is the General Data Protection Regulation?

1. **Video Screen:** What is the GDPR, and why is it important?
2. **Text & Image Screen:** Who are the key players in the GDPR? Data controllers, data processors, and data subjects.
3. **Interactive Screen:** How does the GDPR protect personal data? Consent and privacy statements.
4. **Scenario:** Real-life scenario covering subject access requests.
5. **Key Learning:** Under the GDPR, companies need to have processes in place to deal with SARs, which must be answered in a set time scale, generally within one month.
6. **Scenario:** Real-life scenario covering complaints and Supervisory Authorities.
7. **Key Learning:** Each member state has a Supervisory Authority (SA) whose functions include investigation and enforcement of the GDPR, co-operating with other national SAs, and dealing with data subjects' complaints.
8. **Scenario:** Real-life scenario covering the penalties for breaching the GDPR.
9. **Key Learning:** Organizations can be fined up to 4% of annual global turnover or €20 million, whichever is greater, for breaching the GDPR.
10. **Scenario:** Transferring data between EU countries.
11. **Key Learning:** Before you can even consider a transfer, you must be sure the collection and processing of any personal data complies with the principles of the GDPR.
12. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 2 – The GDPR in Action

1. **Interactive Screen:** Personal data. Privacy by design and default. Standardized data protection rules. Personal data transferred to countries outside the EU and the EEA.
2. **Interactive Screen:** Breach notification. Right of access. Right to be forgotten. Data portability. Right to object.
3. **Scenario:** Real-life example around transferring data from the EU to the US.
4. **Key Learning:** Personal data can only be transferred if all the data protection principles concerning its collection, processing, and transfer are met. For transfers to countries outside the EU and the EEA, an adequate level of protection must be assured by the third country.
5. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 3 – International Data Transfers

1. **Video Screen:** GDPR restrictions on transferring personal data to third countries.
2. **Interactive Screen:** Adequate safeguards. EU recognition of the country's safeguards. Privacy shield. Standard contractual clauses/model clauses. Contractual arrangements.
3. **Interactive Screen:** Real-life example on transferring customer data from the EU to the US.
4. **Scenario:** Real-life scenario on key considerations when transferring personal data outside the EU.
5. **Key Learning:** There are only a limited number of countries that the EU Commission has recognized as having an adequate level of protection of personal data.
6. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 4 – The GDPR and Marketing

1. **Interactive Screen:** Consent – what has changed? Impact on how data is used. Working with agencies. Best practices.
2. **Interactive Screen:** Define legitimate interests. When can legitimate interests be used for marketing purposes.
3. **Scenario:** Real-life scenario around collecting personal data during a marketing campaign.
4. **Key Learning:** It is essential that you obtain as explicit consent as possible from individuals to collect their data and state clearly how you will process or hold that data.
5. **Assessment:** Three-question quiz on the content presented in this topic.

Topic 5 – The GDPR and HR

1. **Interactive Screen:** How does the GDPR impact on the role of HR professionals? Deal with high-levels of employee personal data on a regular basis. Deal with queries from staff on the GDPR. Define employee data. Consent to process personal data. Valid consent. Alternatives to employee consent.
2. **Text & Image Screen:** Employees' rights to their information. Time limit for responding to data subject requests.
3. **Scenario:** Real-life HR scenario on protecting employee personal data.
4. **Key Learning:** Employee personal data can include, but is not limited to, absence details, employment details such as role and location, staff photographs, health information, salary and performance review records, information about disciplinary actions, etc. Basically, any information from which an individual person can be identified.
5. **Assessment:** Three-question quiz on the content presented in this topic.

Topic 6 – The GDPR and IT

1. **Interactive Screen:** Protecting personal data. Data Privacy Impact Assessments. Privacy by design. Privacy by default. Security of processing. Data minimization and security principles.
2. **Scenario:** Real-life scenario on best ways to protect the personal data we hold.
3. **Key Learning:** We all have a responsibility to prevent breaches. Consequences of breaches. Reporting requirements and reporting channels.
4. **Assessment:** Three-question quiz on the content presented in this topic.

Topic 7 – The GDPR and Procurement

1. **Interactive Screen:** Deal with suppliers and third-party vendors on a regular basis. Requirements when using third-parties to process personal data. Governance requirements.
2. **Scenario:** Real-life procurement scenario on protecting personal data when dealing with third-party vendors.
3. **Key Learning:** It's important to remember that the GDPR places much stricter controls on how we process personal data. It's vital that we conduct thorough due diligence with all third-parties we intend to engage, to ensure that they have the proper security measures in place to protect the personal data of our employees.
4. **Assessment:** Three-question quiz on the content presented in this topic.

Topic 8 – The GDPR and the Supply Chain

1. **Interactive Screen:** Obligations of data processors. Records data processors need to keep. Joint controllers.
2. **Interactive Screen:** Contracts with data processors. GDPR obligations on what must be included in contracts.
3. **Scenario:** Real-life scenario on engaging a new supplier and the steps required to ensure compliance with the GDPR.
4. **Key Learning:** We always need to remember that under the GDPR we are ultimately responsible for what happens to the personal data in our supply chain. That's why we always need to conduct thorough due diligence with all partners and suppliers we intend to engage, to ensure that they have the proper security measures in place to protect the personal data of our employees.
5. **Assessment:** Three-question quiz on the content presented in this topic.

Topic 9 – The GDPR and R&D

1. **Interactive Screen:** Origin of personal data. Using third-party personal data and due diligence.
2. **Interactive Screen:** Privacy by design and privacy by default. Security of processing. Data Protection Impact Assessments.
3. **Scenario:** Real-life scenario on factors to consider when designing a new product.
4. **Key Learning:** When developing new products and services, there are several privacy aspects that need to be observed. You have to consider the origin and possible uses of personal data you want to use as part of the development process. With regard to the final product or service, Privacy by Design and Default need to be implemented.
5. **Assessment:** Three-question quiz on the content presented in this topic.

Topic 10 – The GDPR and Customer Service

1. **Interactive Screen:** Lawfulness of processing and our role as a data processor. Purpose limitation. Data minimization. Storage limitation. Obligation of confidentiality. Security of processing.
2. **Scenario:** Real-life scenario on factors to consider when collecting personal data.
3. **Key Learning:** It's important to remember that the GDPR places strict controls on how we process personal data. It's vital that we always comply with the GDPR when handling and processing patient data. If we do not comply with the GDPR, we could face significant fines of up to 4% of the annual global sales volume, and our company could suffer significant reputational damage.
4. **Assessment:** Three-question quiz on the content presented in this topic.

Topic 11 – Speaking Up

1. Summary screen that wraps up the module and provides details of where to go to speak up.
2. Attestation screen where learners attest that they will always comply with the GDPR.