



Serving as a Strategic Advisor and Project Management Office to Support Global GDPR Compliance

The Privacy Office at a Global Medical Device Company

WHAT IS GDPR?

The European Union's General Data Protection Regulation (GDPR), a replacement of the 1995 Data Protection Directive, is designed to streamline data privacy laws to protect EU citizens and redesign the way that organizations approach data privacy. GDPR applies to all organizations processing and holding EU citizens' data and imposes severe fines for noncompliance.

BUSINESS PROBLEM

The company needed to achieve compliance in line with the new regulation, and they knew that the complex project would involve many internal and external parties, including consulting firms, outside counsel, IT, marketing, and more. In addition, the company had recently completed an acquisition, which added to the regulatory and internal challenges. They required help managing the full scope of the project, and they reached out to Navigate.

Navigate came on board to serve as the company's comprehensive project management function. In this role, we are focused on aligning internal and external stakeholders as we define strategic goals, manage resources and deadlines, and enable governance, accountability, and discipline throughout the project. We are prioritizing change management to enable long-term adoption of new processes and behaviors to help the company reach their desired level of compliance and maturity.

WHY NAVIGATE

We were selected based on our highly regarded reputation in project and risk management. We also bring subject matter expertise in data privacy, providing support based on a thorough understanding of GDPR and its requirements.

INDUSTRY

Life Sciences

EXECUTIVE SUMMARY

- Company needed to achieve GDPR compliance, which involved many internal and external stakeholders
- They required help in managing project scope, resources, and activities across all associated parties
- Navigate serving as comprehensive project management function to align company's GDPR remediation efforts with overall goals by prioritizing budget, communications and engagement, support for Records of Processing Activities (RoPA), and project governance
- As more privacy laws come into effect, Navigate can support immediate "stop-gap" activities, while also providing a long-term strategic roadmap and recommendations that drive sustainability

SOLUTION

This project is currently in progress.

We are partnering with the company to drive the execution of all GDPR compliance remediation efforts in a timely and cost-effective manner aligned to their overall goals and risk appetite. To achieve that, we are prioritizing the following tactics:

Project Charter and Budget

To start, we teamed with the company to establish project scope and articulate the business case. We worked in tandem with the implementation partner and internal stakeholders to determine the level of effort required and crafted the resource model and budget requests.

Governance

We are now establishing a governance model and structure for the project that will support decision making and drive accountability to position the company to achieve their desired outcomes. A key component of the governance structure includes clearly defined roles and responsibilities for the project sponsor, steering committee, and implementation team.

Communications & Engagement

We are developing robust communication plans to drive awareness of GDPR and the impact of the changes taking place throughout the organization, soliciting feedback as we go to continue to make adjustments and improvements. To date, we have delivered presentations and facilitated workshops for a wide range of audiences, from those involved in the day-to-day activities to the C-suite.

RoPA Support

We are directly supporting fundamental elements of GDPR compliance, including Records of Processing Activities (RoPA). RoPA are critical, as many other remediation activities require their successful completion. To facilitate the consolidation of required activities, we are engaging directly with outside counsel and sharing critical information and metrics with internal teams as needed.

OUTCOMES

The following outcomes have been achieved to date or will advance to completion over the next year:



Improved branding and customer retention through demonstrated accountability for personal data



Improved privacy and GDPR maturity based on pre- and post-project assessment



Sustainability of GDPR compliance through operationalized privacy processes



Establishment of foundational elements for a broader privacy program through successful project execution

IT'S GDPR NOW ... BUT WHAT'S NEXT

GDPR is not the first regulation related to securing and protecting consumer data, and it surely will not be the last. Take for example The California Consumer Privacy Act of 2018, which was recently passed and requires some companies to disclose what information they have about consumers and with whom they are sharing it.

Companies who are proactive about enhancing their privacy policies and practices will benefit from the ability to appropriately plan for and execute the required changes with minimal disruption to the ongoing business activities.

If your company needs help achieving GDPR compliance, or if you are proactively implementing new data privacy programs, we can help with assessment, implementation, or project management.

CONTACT US FOR GDPR SUPPORT



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