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Data Protection as a Service

Data Protection as a Service (DPaaS) is offered in two packages:

- * DPaaS Basic
- * DPaaS Premium

DPaaS Basic

Suitable for organisations that:

- * Require only limited access to information and advice around data protection; and/or
- * Do not provide/sell a product or service directly to 'consumers'/general public and therefore do not handle personal data beyond the organisations own employees or workforce; and/or
- * Do not require emergency access to advice in the event of a data breach.

What's included?

- * Limited access to dedicated support from a lawyer led DPO team for information, with advice and guidance about GDPR compliance and personal data breaches.
- * Annual review of personal data processing activities to monitor and ensure compliance with the GDPR.
- * Interface with ICO for all data protection issues.
- * Remote 'familiarisation' meeting to better understand your organisation and how it processes personal data.
- * Access to template policies and other GDPR documentation.
- * 10 webinars each year to keep you up to date with the latest data protection news and developments.
- * Quarterly report of activities and use of service to help you better understand your strengths and weaknesses and measure value for money.

Service Coverage

Monday-Friday 9:00-17:30 UK, excluding public holidays.

Service requests must be logged by email to support@normcyber.com, or by calling **+44 (0) 333 101 4399**. Requests will be responded to within one working day.

Limitations

4 advice credits per month included. An Advice Credit is assistance given in a verbal or written opinion or recommendation, based on UK and/or EU data protection law, (which will not include the preparation of any documentation), offered as a guide to action or conduct in response to a request made, by email or telephone, (which may require the perusal and review of up to 3 documents provided by the requestor), about a data protection-related question or query, which will continue until that question or query has been answered, resolved or completed. Additional advice requests shall be invoiced monthly in arrears.

Outcome and Benefits

- * Practical and cost-effective solution for GDPR compliance; and
- * Access to an independent DPO team, avoiding potential conflicts of interest; led by
- * A qualified solicitor with expertise in data protection law & practice.

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Additional optional service components

GDPR Policies and Procedures review and update:

- * **norm** can review, and where necessary recommend updates and revisions to any data protection-related policies that exist within your organisation to ensure that the current policies in place are compliant with the GDPR.
- * Pricing for this service is available on request.

Contract review and advice with respect to GDPR:

- * **norm** employs qualified lawyers who are experts in data protection law and therefore able to assist your organisation in connection with the drafting, revision and amendment of contracts and other legal documentation (in so far as the parts of these that relate to the GDPR and other EU & UK data protection laws), to ensure that your organisation complies with the GDPR.
- * Additional service components are invoiced monthly in arrears.

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DPaaS Premium Service

Suitable for organisations that:

- * Require regular access to information advice and guidance about data protection law; and/or
- * Provide/sell a product or service directly to 'consumers'/general public; and/or
- * Require immediate access to advice in event of a data breach; and/or
- * Are handling special category data and/or financial data about individuals; and/or
- * Use or are planning to use new technology; and/or
- * Transfer personal data outside the UK/EEA; and/or
- * Would otherwise employ an in-house DPO; and/or
- * Rely on multiple 3rd party providers to deliver a service or product; and or
- * Require robust data protection provisions in their contracts.

What's included?

- * Unlimited access to dedicated support from lawyer led DPO team for information with advice and guidance about GDPR compliance and personal data breaches.
- * Annual review of personal data processing activities to monitor compliance with the GDPR.
- * Interface with ICO for all data protection issues.
- * Discovery workshop and familiarisation meeting to understand your organisation and how it processes personal data
- * Access to template policies and other GDPR documentation.
- * Where required, drafting of the following bespoke data protection policies: Data Protection, Privacy, Retention, Breach Management
- * 10 webinars each year to keep you up to date with the latest data protection news and developments.
- * Review of new legal contracts/agreements, e.g. with service providers ('data processors') for compliance with GDPR*.
- * Analyse your current personal data processing operations and activities to ensure compliance with data protection & privacy laws, and where necessary, provide policies applicable to your business to achieve compliance.
- * Access to the **norm** online GDPR Training syllabus.
- * Develop and deliver bespoke data protection & privacy training webinars to raise employee awareness and security issues, to ensure your data protection & privacy knowledge remains up to date, understood and tailored to your business needs**
- * Join, if required, your Security & Data Governance Committee (or equivalent)
- * Quarterly External Vulnerability Management Scan to help ensure that your IT systems comply with the basic security requirements of GDPR and relevant national legislation.

*Up to 4 contracts per annum. Additional contracts can be reviewed at additional cost.

**Up to 2 training webinars per annum. Additional webinars can be requested at an additional cost.

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Service Coverage

Monday-Friday 9:00-17:30 UK, excluding public holidays.

For personal data breaches, service available 24/7/365.

Service requests must be logged by email to support@normcyber.com, or by calling **+44 (0) 333 101 4399**.

Requests will be responded to within 4 hours.

Outcome and Benefits

- ★ A bespoke service aligned to the requirements and operation of your business
- ★ All the benefits of having a full-time in-house DPO for approximately a quarter of the cost; and
- ★ Access to an independent but fully engaged DPO team, avoiding potential conflicts of interest; led by
- ★ A qualified solicitor who is an expert in data protection law & practice.
- ★ Service can be tailored to meet your specific requirements.
- ★ Simple monthly fee for ALL your data protection and GDPR compliance needs.

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Service Comparison

Included in the Service	Basic	Premium
Access to norm's lawyer led DPO team who will provide information and advice about your legal obligations under GDPR and relevant national legislation to ensure business critical data protection & privacy risks and incidents are appropriately managed and escalated.	✓	✓
Lead on personal data breach response, management and resolution.	✓	✓
Advise and support your business in the fulfilment of Subject Access Requests (SARs), other data subject rights and Data Protection Impact Assessments.	✓	✓
Identify, interpret and advise on emerging data protection & privacy laws and cases.	✓	✓
Manage and conduct a review of your UK website(s) to identify any business critical ePrivacy compliance failures.	✓	✓
Remediation or redrafting of your cookie policy if required.	✗	✓
Manage and conduct an annual review of your data protection & privacy governance framework and submit an annual report to your Board.	✓	✓
Drafting of the following bespoke data protection policies: Data Protection Policy, Privacy Policy, Data Retention Policy, Breach Management Policy.	✗	✓
Serve as the primary point of contact and liaison with the Information Commissioner's Office (ICO) and other EEA Data Protection Authorities on all data protection related matters under the GDPR and relevant national legislation.	✓	✓
Access to template policies to assist with compliance with relevant national legislation and GDPR where applicable.	✓	✓
Access to up to 10 webinars per year on the latest data protection & privacy news and developments.	✓	✓
'Discovery Workshop' to understand your business and how it processes personal data.	✓	✓
Advice credits per month.	4	UNLIMITED
Carry out a review of any proposed new legal contracts/agreements for compliance with GDPR.	✗	4 per annum
Analyse your current personal data processing operations and activities to ensure compliance with data protection & privacy laws, and where necessary, provide policies applicable to your business to achieve compliance.	✗	✓
Access to suite of online GDPR training modules.	✗	✓
Develop and deliver bespoke data protection & privacy training webinars to raise employee awareness and security issues, to ensure your data protection & privacy knowledge remains up to date, understood and tailored to your business needs.	✗	2 per annum
Advice to help you embed data protection by design and default in all your internal processes and procedures.	✗	✓
Annual review and revision of your data protection policies and procedures.	✗	✓
Join, if required, your Security & Data Governance Committee (or equivalent).	✗	✓
Quarterly external vulnerability management scan to help ensure that your IT systems comply with security requirements of GDPR and relevant national legislation.	✗	✓
Service availability hours – Monday to Friday 9:00 – 17:30hrs UK (excl. public holidays).	✓	✓
Personal Data Breach Service Availability – 24/7/365 with 4-hour response.	✗	✓
Price per month	£495	from £1495