

A reassuringly dull description

Data Protection

Data Protection is offered in three packages:

- * Essentials
- * Essentials PLUS
- * Premium

Essentials

Suitable for organisations that want/need:

- * an understanding of where and how well they are meeting ICO expectations
- * recommendations for actions to take to improve their compliance
- * to implement all/any actions required themselves
- * minimal staff data protection training and awareness raising
- * only limited access to information and advice around data protection

And do not want/need emergency access to advice in the event of a data breach.

What's included?

Once your order is received, a member of our customer experience team will arrange a **Welcome Call**, to guide you through our service and answer any initial questions you may have.

Next, we will start our **Review** of your current policies, processes, and practices in 10 'key areas'. This will enable us to assess whether you are meeting the expectations of the ICO.

Based on the information/documentation you have given us, we will prepare a **Report** that details our findings, indicates where and how well you are meeting ICO expectations, and where needed, makes recommendations for actions to be taken.

We will meet (remotely) with you to discuss the Report, identify which recommendations are acceptable to you, agree what actions should be taken.

After that our service will be delivered in three distinct but overlapping ways:

1. You will implement the Action Plan (see above).
2. We will, typically, provide advice, guidance, and support in connection with:
 - 'Cookie law'
 - Data Subject Access Requests (DSARs) and other data subject requests
 - Data Protection Impact Assessments (DPIAs)
 - Data breaches
 - Data retention
 - Data mapping
 - Data protection-related policies
 - Email marketing concerns
 - ICO registration

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- Privacy Notices
- Records of Processing Activities (ROPAs)
- Staff data protection training and awareness raising*
- Website compliance

And other matters relating to data protection compliance, which will be provided via a combination of 'Keeping in Touch' ('Team' meetings, once a quarter) and 'ad hoc' advice (delivered in response to email enquiries).

*1 webinar per year included. Additional webinars £999 each. Webinars, delivered live will be recorded and available to watch on demand. Online CybSafe GDPR training module included.

3. We will regularly communicate with you via a combination of:
- 'Advices' (urgent and/or in-depth information about matters likely to affect you)
 - 'DP News' (weekly email newsletter about cases and other developments of interest)
 - 'DP Update' (monthly webinar with comment and analysis)
 - Monthly reports (showing your progress re actions agreed in your Action Plan)

Please note that communications re 2 and 3 above will be with your 'Trusted Contacts' only.

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) 203 855 6255**. Requests will be responded to within one working day.

Outcome and Benefits

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

Essentials PLUS

Suitable for organisations that want/need:

- * an understanding of where and how well they are meeting ICO expectations
- * recommendations for actions to take to improve their compliance
- * to implement all/any actions required themselves with the assistance of access to template documentation
- * minimal staff data protection training and awareness raising
- * only limited access to information and advice around data protection

And do not want/need emergency access to advice in the event of a data breach.

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What's included?

Once your order is received, a member of our customer experience team will arrange a **Welcome Call**, to guide you through our service and answer any initial questions you may have.

Next, we will start our **Review** of your current policies, processes, and practices in 10 'key areas'. This will enable us to assess whether you are meeting the expectations of the ICO.

Based on the information/documentation you have given us, we will prepare a **Report** that details our findings, indicates where and how well you are meeting ICO expectations, and where needed, makes recommendations for actions to be taken.

We will meet (remotely) with you to discuss the Report, identify which recommendations are acceptable to you, agree what actions should be taken.

After that our service will be delivered in three distinct but overlapping ways:

1. You will implement the Action Plan (see above).
2. We will, typically, provide advice, guidance, and support in connection with:
 - 'Cookie law'
 - Data Subject Access Requests (DSARs) and other data subject requests
 - Data Protection Impact Assessments (DPIAs)
 - Data breaches
 - Data retention
 - Data mapping
 - Data protection-related policies
 - Email marketing concerns
 - ICO registration
 - Privacy Notices
 - Records of Processing Activities (ROPAs)
 - Staff data protection training and awareness raising*
 - Website compliance

And other matters relating to data protection compliance, which will be provided via a combination of 'Keeping in Touch' ('Team' meetings, once a quarter) and 'ad hoc' advice (delivered in response to email enquiries).

*1 webinar per year included. Additional webinars £999 each. Webinars, delivered live, will be recorded and available to watch on demand. Online CybSafe GDPR training module included.

3. We will regularly communicate with you via a combination of:
 - 'Advices' (urgent and/or in-depth information about matters likely to affect you)
 - 'DP News' (weekly email newsletter about cases and other developments of interest)
 - 'DP Update' (monthly webinar with comment and analysis)
 - Monthly reports (showing your progress re actions agreed in your Action Plan)

Please note that communications re 2 and 3 above will be with your 'Trusted Contacts' only.

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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) 203 855 6255**. Requests will be responded to within one working day.

Outcome and Benefits

- * Practical and cost-effective solution for UK data protection compliance
- * Access to an independent DPO team, avoiding potential conflicts of interest; led by a qualified solicitor with expertise in data protection law & practice
- * Access to 'library' of template data protection documentation
- * Simple monthly fee

Premium

Suitable for organisations that want/need:

- * an understanding of where and how well they are meeting ICO and EU regulator's expectations
- * recommendations for actions to take to improve their compliance
- * others to implement all/any actions required, plus access to template documentation
- * A staff data protection training and awareness raising programme that complies with ICO expectations
- * unlimited access to information and advice around data protection

Also Suitable for organisations that:

- * Are handling special category data and/or financial data about individuals; and/or
- * Use or are planning to use new technology
- * Transfer personal data outside the UK/EEA
- * Would otherwise employ an in-house DPO
- * Rely on multiple 3rd party providers to deliver a service or product
- * Engage in the collection of personal data from marketing campaigns
- * Require robust data protection provisions in their contracts

And want/need emergency access to advice in the event of a data breach.

What's included?

Once your order is received, a member of our customer experience team will arrange a **Welcome Call**, to guide you through our service and answer any initial questions you may have.

Shortly after that, a **Discovery Meeting** will introduce you to the DPO and team that will deliver our service. This will be an opportunity to, amongst other things, identify any current problems/concerns you may have

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and identify who we should primarily liaise with when delivering our service (we refer to these key personnel as 'Trusted Contacts').

Next, we will start our **Review** of your current policies, processes, and practices in 10 'key areas'. This will enable us to assess whether you are meeting the expectations of the ICO.

Based on the information/documentation you have given us, we will prepare a **Report** that details our findings, indicates where and how well you are meeting ICO expectations, and where needed, makes recommendations for actions to be taken.

We will meet (remotely) with you to discuss the Report, identify which recommendations are acceptable to you, agree what actions should be taken and plan how and when to carry those out. Based on that, we will then create an **Action Plan**.

After that, our service will be delivered in three distinct but overlapping ways:

1. We will implement the Action Plan (see above).
2. We will, typically, provide advice, guidance, and support in connection with:
 - Attending (remotely) internal meetings
 - 'Cookie law'
 - Data Subject Access Requests (DSARs) and other data subject requests
 - Data Processing Agreements (DPAs) & Data Sharing Agreements (DSAs)*
 - Data Protection Impact Assessments (DPIAs)
 - Data breaches
 - Data retention
 - Data mapping
 - Data protection-related policies
 - Email marketing concerns
 - ICO registration
 - International Data Transfers (IDTAs & SCCs) *
 - Introducing/developing a data protection culture
 - Privacy Notices
 - Records of Processing Activities (ROPAs)
 - Staff data protection training and awareness raising**
 - Website compliance

And other matters relating to data protection compliance.

*Up to 4 agreements/contracts/IDTAs/SCCs per year included.

**Up to 2 bespoke webinars per year included. Additional webinars £499 each. Webinars, delivered live, will be recorded and available to watch on demand. Online CybSafe GDPR training module included.

3. We will communicate with you via a combination of:
 - Ad hoc advice (delivered in response to email enquiries)
 - 'Keeping in Touch' ('Team' meetings, usually, once a month)

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- 'DP News' (weekly email newsletter about cases and other developments of interest)
- 'DP Update' (monthly webinar with comment and analysis)
- Monthly reports (showing your progress re actions agreed in our Action Plan)
- 'Advices' (urgent and/or in-depth information about matters likely to affect you)

Please note that communications re 2 and 3 above will be with your 'Trusted Contacts' only.

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) 203 855 6255**. Requests will be responded to within 4 hours.

Outcome and Benefits

- * Practical and cost-effective solution for UK & EU data protection compliance
- * Access to an independent DPO team, avoiding potential conflicts of interest; led by a qualified solicitor with expertise in data protection law & practice
- * 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
- * Service can be tailored to meet your specific requirements
- * Simple monthly fee

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Included in the Service	Essentials	Essentials PLUS	Premium
Review of your current policies, processes, and practices	✓	✓	✓
Report detailing findings, indicating where you are meeting ICO expectations, including action plan	✓	✓	✓
Meeting to discuss the report and identify actions to be taken	✓	✓	✓
Regular 'Keeping in Touch' meetings	Quarterly	Quarterly	Monthly
We will implement the action plan with you			✓
Guidance and support for: <ul style="list-style-type: none"> - Cookie law - Data Subject Access Requests (DSARs) and other data subject requests - Data Protection Impact Assessments (DPIAs) - Data breaches - Data retention - Data mapping - Data protection related policies - Email marketing concerns - ICO registration - Privacy Notices - Records of Processing Activities (ROPA) - Website compliance 	✓	✓	✓
Guidance and support for: <ul style="list-style-type: none"> - International Data Transfers (IDTAs & SCCs) - Attending (remotely) internal meetings - Introducing/developing a data protection culture 			✓
Review of contracts you hold with suppliers/partners to assess these from a data protection standpoint			✓
Unlimited access to our 'Library' of template data protection documentation		✓	✓
Staff data protection training and awareness raising. Delivered as a live webinar, recorded and available to watch on demand.	1 per year	1 per year	2 per year
Weekly 'DP News', a data protection newsletter about cases and other developments of interest	✓	✓	✓
Monthly 'DP Update', a live webinar with comment and analysis of recent cases and other developments of interest	✓	✓	✓
'Advices', urgent and/or in-depth information about matters likely to affect your business	✓	✓	✓
Monthly reports, showing your progress re actions agreed in your Action Plan	✓	✓	✓
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			✓