



# Data Protection as a Service (DPaaS)

Our lawyer-led Data Protection Officer service

## What is it?

DPaaS is a Data Protection Officer (DPO) service. Under the General Data Protection Regulation (GDPR) organisations must appoint a DPO in certain circumstances and the Information Commissioner's Office (ICO) expects voluntary appointments in many other circumstances. The ICO says:

- \* "Even if you're not obliged to appoint a DPO, it is very important that you have sufficient staff, skills and reporting structures in place to meet your obligations under the GDPR"<sup>1</sup>; and
- \* "The DPO must be independent, an expert in data protection, adequately resourced, and report to the highest management level"<sup>2</sup>

## Why now?

In this data-driven age, where personal data is a key and valuable asset of any organisation, appointing a person to ensure that data is used and protected in accordance with the law is a must.

A [good] DPO will:

- \* Improve your customer service
- \* increase your ability to remain competitive in the dynamic landscape of data protection
- \* Enhance your responsiveness to growing public awareness and regard for personal data protection

## What's included?

A lawyer-led service, focusing on compliance, commercial considerations and ethics. DPaaS will:

- \* Carry out an annual review of your data protection compliance
- \* Ensure the personal data you have is obtained, used and protected in accordance with the law
- \* Act as a strategic partner, providing guidance and best practices related to data protection
- \* Help you to meet the obligations of the GDPR, such as policies, subject access requests (SARs), data protection impact assessments (DPIAs) and breach handling
- \* Ensure your staff are trained and aware of their data protection obligations
- \* Deliver regular webinars to maintain awareness and provide the latest data protection guidance
- \* Conduct a review of the cookies on your UK website(s) and ensure your cookie policy complies with data protection law



## Want more detail?

For the full Service Descriptions of our DPaaS offerings [<<ClickHere>>](#).  
To register your interest and get one of the team to call you [<<ClickHere>>](#)  
or just give us a call on **+44 (0)20 385 55242**.

1. ICO.org.uk - Guide to the General Data Protection Regulation (GDPR)/Accountability and Governance/Should we assign a data protection officer (DPO)

2. ICO.org.uk - Guide to the General Data Protection Regulation (GDPR)/Accountability and Governance/Data Protection Officers

## In a nutshell...

An independent DPO service, compliant with data protection law, that ensures that customers, suppliers and stakeholders can trust organisations to use their data legally, fairly and responsibly.

## FAQs...

### What's the difference between DPaaS from norm. and other DPO providers?

Unlike many other DPO providers, the **norm.** DPaaS offering is led by lawyers with extensive expertise in privacy and data protection law.

### Does this mean we will not need to use a law firm?

The **norm.** DPaaS service means you don't need the additional services of a separate legal team, unless you are involved in legal proceedings.

### Does the norm. team have much experience of dealing with data breaches?

Our team are experts in data protection law & practice and have extensive experience in managing and minimising the impact of data breaches.

### Do I get access to template documentation?

The Essential PLUS and Premium Cover of the **norm.** DPaaS service includes access to a library of template policies and other GDPR documentation.

### Does the service give us access to any additional resources?

Our DPaaS service includes access to ten webinars per year to keep you up to date on the latest data protection news and developments.

### Do I get help with Data Protection Impact Assessments (DPIAs)?

Yes - as part of the **norm.** DPaaS service you will receive expert advice and guidance on when and how to carry out DPIAs.

### Do you help with Subject Access Requests (SARs)?

Yes - as part of the **norm.** DPaaS service you will receive expert advice and guidance on when and how to carry out SARs.

### Does the service include dealing with the Information Commissioner's Office (ICO) on our behalf?

The **norm.** DPaaS team will liaise with the ICO for all your data protection issues.

## How does DPaaS work?

Upon initialisation of the **norm.** DPaaS service, clients can expect:

- ★ An initial familiarisation meeting to understand your organisation and how it processes personal data
- ★ Access to dedicated support from our lawyer-led DPO team who will provide information, advice and guidance on data protection
- ★ Ongoing access to template policies and other GDPR documentation
- ★ An annual review to monitor and ensure compliance with the GDPR
- ★ Our experts to act as your interface with the ICO for all data protection issues, if required

### Can I get data protection training for my staff?

All three levels of the DPaaS service include 24/7 access to an online GDPR training module for staff. Premium cover includes up to two tailored training webinars per annum, while Essentials and Essentials PLUS cover offers one per annum.

### Couldn't I hire an in-house DPO or appoint someone internally?

Hiring an in-house DPO will cost up to four times as much as DPaaS from **norm.** When appointing someone internally, you need to make sure that they have the relevant experience and knowledge of data protection law, and crucially that there is no conflict of interest between their "day job" and their role of DPO.

### Does the service include advising about legal contracts [& agreements]?

Our Premium cover includes legal advice on the GDPR and data protection aspects of legal contracts, as well as a review of any existing key privacy, data protection and retention related policies.

### We need help ensuring our marketing complies with the GDPR and data protection, can you help?

Yes - Our DPaaS service offers bespoke legal advice on GDPR and data protection issues, allowing you to address specific business operations such as marketing.

### Does the service assist with our HR function?

As with other business functions, our DPaaS service includes bespoke legal advice on GDPR and data protection issues. It fully supports your organisation in protecting personal data such as that held and processed by HR.

### We need to send personal data outside of the UK, does DPaaS help with that?

If your business operations include transferring personal data outside the UK or EEA then our Premium cover will provide expert, lawyer-led advice and guidance on the relevant data protection considerations.

**norm.**