

PCPD



H K

香港個人資料私隱專員公署
Office of the Privacy Commissioner
for Personal Data, Hong Kong

Succeeding in the Data-Driven World: How Good Data Governance Boosts Quality Management

HKMA Quality Award Presentation Ceremony

13 October 2023

Ada CHUNG Lai-ling




Privacy Commissioner for Personal Data

Quality management and data governance

Good data governance contributes to good quality management

Selected HKMA Award criteria

Contribution from good data governance

 Leadership (Category 1)	Governance system	Personal data protection is part and parcel of a successful governance system
	Fulfilment of responsibilities	Organisations (being data users) are duty-bound to ensure the security of personal data of customers (data subjects)
 Customers (Category 3)	Customer engagement	Growing awareness of privacy among the public means prioritising personal data privacy can build trust with customers
	Building relationships that result in loyalty	Organisations with good data governance gain loyalty from customers
 Operations (Category 6)	How processes are designed and works	Minimise risk of incidents relating to data security
	Contingency	Handle data breaches effectively with established procedures

PCPD's Missions

PCPD is a promoter and facilitator, in addition to being a regulator and enforcer



Promote

The protection and respect for personal data privacy

- Through publicity and education



Facilitate

Lawful and responsible use of personal data

- By providing guidance & best practices











Monitor & supervise


Compliance

- Through compliance checks, inspections
- Through enforcement

Some recent data breaches

Breaches with millions of affected users have occurred

Industry	Company	Reported number of affected individuals
Telecom	 (2023)	37 million 
	 (2022)	9 million 
	 (2022)	9 million 
Health insurance	 (2022)	9 million 

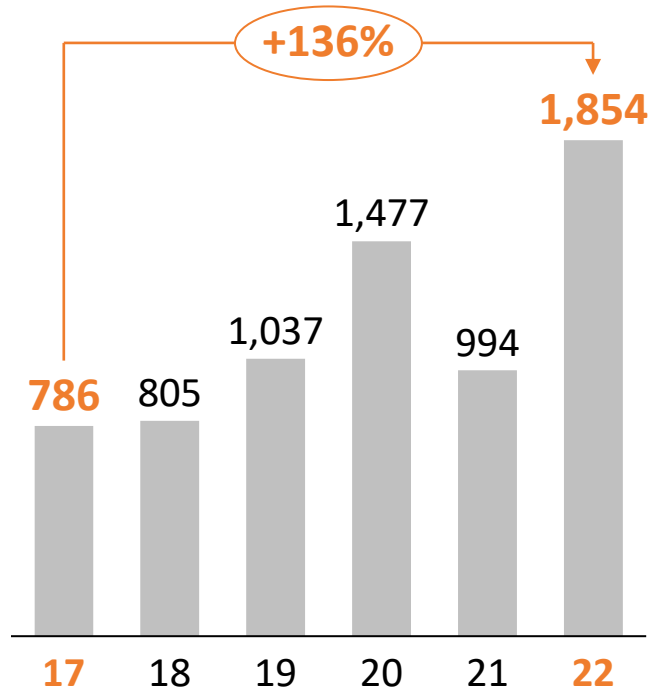
1x  = 2 million

Cybercrimes

Cyber attacks are rising, with crime numbers soaring and higher losses

Publicly disclosed global cyber attacks

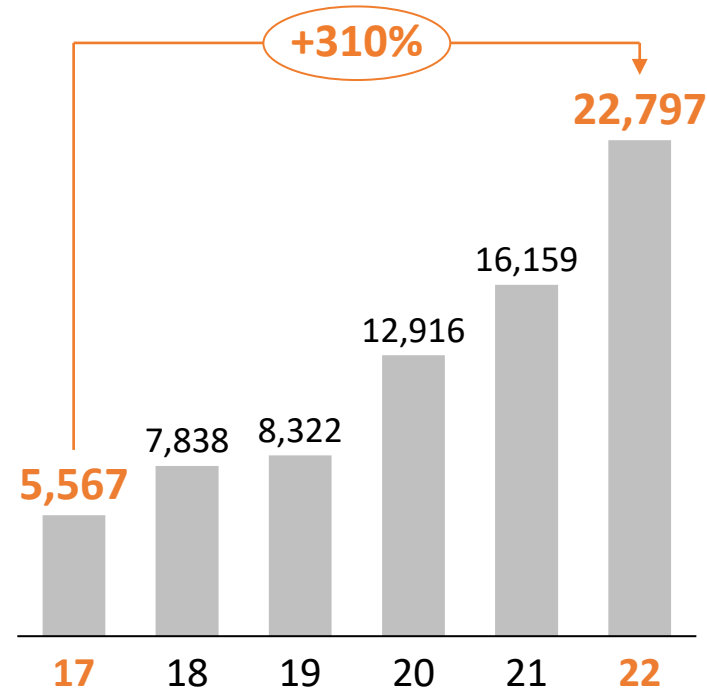
2017 - 2022



Source: [University of Maryland CISSM Cyber Attacks Database](#)

Overall technology crimes in Hong Kong

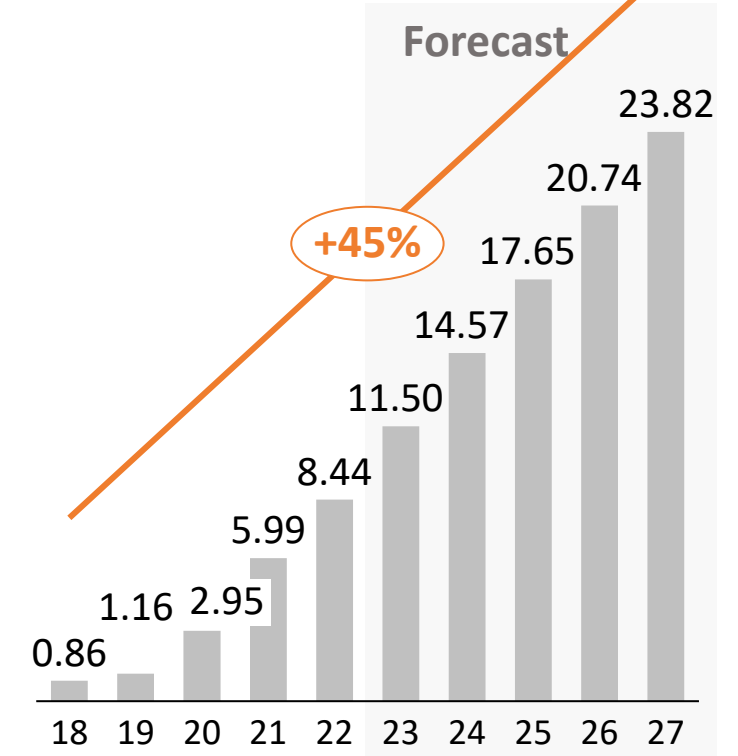
2017 - 2022



Source: [Hong Kong Police](#)

Cybercrime estimated cost

US\$, trillions, 2018 - 2027



Source: [Statista \(2022\)](#)

Privacy Management Programme (PMP)

Definition and benefits of adoption

What's PMP?

- A **management framework**
 - For **responsible collection, holding, processing & use of personal data** by the company
 - To **ensure compliance with Personal Data (Privacy) Ordinance (PDPO)**

Why PMP?



Enhance data security



Minimise risk of data security incidents



Handle data breaches effectively to minimise damages



Build trust with employees and customers, enhance corporate reputation and competitiveness

“Guide for Independent Non-Executive Directors” published by HKIoD recommends use of PMP as part of ESG management!



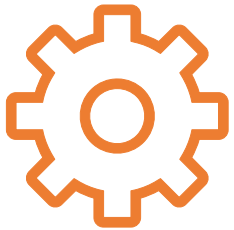
Privacy Management Programme (PMP)

PMP consists of three parts



1. Organisational Commitment

- Buy-in from the top
- Appoint Data Protection Officer
- Set up a reporting mechanism



2. Programme Controls

- Personal data inventory
- Internal policies
- Risk assessment tools
- Training, education & promotion
- Handling of data breach incidents
- Data processor management
- Communication



3. Ongoing Assessment and Revision

- Develop an oversight & review plan
- Assess and revise programme controls



Privacy Friendly Awards

私隱之友嘉許獎
Privacy-Friendly Awards

This year, we awarded 138 organisations to recognise their performance in protecting personal data privacy

The ceremony



The Awards



Recognise commitments and efforts made by both public and private organisations in protecting personal data privacy



Allow organisations to showcase their achievement in good data governance



Show increased reception from society. We handed out 138 awards this time, up from 100 in the inaugural Awards in 2021



香港個人資料私隱專員公署
Office of the Privacy Commissioner
for Personal Data, Hong Kong

Data Protection Officers' Club (DPOC)

Join the club to kick-start your privacy-friendly journey



保障資料主任聯會
DATA
PROTECTION
OFFICERS'
CLUB



<https://www.pcpd.org.hk/misc/dpoc/enrol.html>

Background

- Set up in 2000 to **provide data protection officers with a platform** to share knowledge and experiences in protecting data privacy
- Membership fee: **HK\$350/year**
- Enquiries: dpoc@pcpd.org.hk

Members' Benefits



Improve your knowledge and ability in **protecting data privacy** and **safeguarding data security** through **experience sharing**



20% discount on registration fee of PCPD's seminars



Regular updates on data privacy protection via **e-newsletters**



Organisation's name published on PCPD's website, demonstrating your commitment on personal data protection

Thank you



2827 2827



www.pcpd.org.hk



communications@pcpd.org.hk

