Data Protection Officer (DPO)

Why outsource your DPO?

The UK General Data Protection Regulation (GDPR) requires organisations that deal with sensitive personal information to have a nominated DPO. Most charities must have one by law.

However, the DPO role is often taken on by someone in addition to their day job. They may not have expert knowledge of data protection law, and the unpredictable nature of this work can be very distracting, demanding and specialist.

In addition, the UK GDPR states that whilst the DPO can take on other tasks and duties, they should not result in a conflict of interest. In reality, the DPO is often a Head of Department, Chief Executive, or other senior figure which can make it hard to act independently and objectively.

What value does a Smartdesc DPO provide?

The Smartdesc DPO service is made up of the following elements to ensure you meet the requirements of Article 39 of the UK GDPR (Tasks of the DPO):

- A report presented to the board (or equivalent) on a quarterly basis, including:

  - Personal data breaches that occurred and in what area. This would be statistical with only major breaches being covered in detail.

  - Number of requests received (e.g. SAR and Erasure), completed and outstanding.

  - Data Protection Impact Assessments in progress, completed and outstanding.

  - Completion rates for data protection training against all staff.

  - Specific areas that will require attention over the next quarter.

  - Any changes to information legislation that may have an impact on the charity.

- Data Protection Policy suite review (template policies provided where necessary).

- A review and implementation of the security incident procedure.

- Acting as the point of contact for the ICO and report personal data breaches as required.

How is the service delivered?

Smartdesc provide 2 levels of DPO Service: Basic and Plus.

WHAT'S INCLUDED	BASIC	PLUS
Initial IG Audit and gap analysis	✔	✔
Initial Data Protection Policy Review	✔	✔
Point of contact for ICO	✔	✔
Security Incident reporting to the ICO (where required)	✔	✔
Ad-hoc enquiries: up to 8 hours per month, best endeavours response	✔	
Dedicated IG Officer time and SLA-driven response (4hrs P1 / 8hrs P2)		✔
Board/SLT IG Report once per quarter		✔
DPIA review and advice		✔
Annual Data Protection Policies review & refresh		✔
Annual Data Protection training for all staff		✔
COST (GUIDELINE ONLY)	From £600 per month	From £1,800 per month

Basic: is a reactive service that allows you to have a specialist to call upon when you need it.

Plus: is a proactive service that allows your charity to improve your data protection standing, train staff, and keep policies up to date each year. It includes SLA-driven responses, and dedicated resource every month. It represents very good value – the training alone can be thousands and isn't tailored to charities like ours is!

How do we get started?

The outsourced DPO will need a working knowledge of your current Information Governance processes. To obtain this, we will run through a structured one-off Discovery phase as part of onboarding that takes about two weeks, after which service can commence.

Contact us to arrange a consultation to discuss further