Introduction

Companies should not underestimate the complexity of achieving and maintaining compliance with data privacy regulation, including GDPR.

Together with major changes in people, process and technology by the 25 May 2018 deadline, companies must take several steps to continuously demonstrate compliance.

For organizations facing these challenges, using EY GDPR managed services will make life a whole lot easier.
Getting a grip on data

Many organizations are compliant with GDPR on paper, but are yet to face the challenge of implementing the requirements through the entire personal data life cycle.

This challenge can be substantial. As business models have been digitized, the volume of data held by organizations has increased significantly. The result is organizations lack a clear understanding of how much personal data they hold, whose it is, why they retain it and how it is being used across their operations.

To achieve and maintain compliance with GDPR through the personal data life cycle, it is vital to gain absolute certainty on all these issues and more. The fastest, most effective and lowest risk way to do this can be by leveraging one of EY’s range of GDPR managed services. And since we are constantly expanding our managed services to meet evolving client needs, the value and benefits our offering provides is also growing all the time.

GDPR timeline

- **January 2012**
  European Commission (EC) proposed GDPR.

- **March 2014**
  EU Parliament adopted compromise text.

- **December 2015**
  GDPR agreed on.

- **14 April 2016**
  GDPR formally adopted by EU Member States.

- **25 May 2018**
  GDPR takes full effect.

Transition period of two years.
Managed services tailored to your needs

Our portfolio of managed services has been specifically designed to meet the unique requirements of any organization in a flexible and customized way. Depending on factors such as organizational setup, maturity and resourcing, we can offer a different managed service – or combination of services – to meet each client’s specific objectives fully and effectively.

For example, an organization might want to outsource repeatable tasks by using solutions, such as a managed Privacy Impact Assessment (PIA). Or it may be looking for more expert guidance to support monitoring activities, using managed data privacy analytics. Whatever the client’s concerns and priorities around GDPR compliance may be, we have a managed service to meet them.

Our expanding range of GDPR managed services

EY’s portfolio of GDPR managed services is shown in the diagram below. Together, these add up to a complete environment supporting a client in any industry to “run” data privacy in compliance with GDPR. And as new needs emerge, we launch new services to meet them.

1 Please refer to EY’s Developing your GDPR response for competitive advantage paper on ey.com/fsgdpr.
Companies face challenges in recruiting skills and experience in building and maintaining privacy registers and performing PIAs – both of which are vital in ensuring and demonstrating GDPR compliance.

To help, EY has developed a managed service that relieves clients of the internal burden of building a dataflow inventory and privacy register, prioritizing their data flows, and performing a PIA. We offer this service both on a project basis and as an ongoing operational run service.

The service offers clients a range of benefits – including:

- **Faster execution of the privacy register and PIA**, enabling a more timely and integrated response to GDPR compliance needs
- **Higher quality and consistency of approach** for building and maintaining the privacy register and performing PIAs, as well as for reporting and remediation, opening up opportunities for future strategic actions to realize efficiencies
- **Access to EY’s highly skilled team and global resources**, leveraging our worldwide network of professionals, service centers and GDPR experience
Managed accountability

A scarcity of skills and experience in demonstrating accountability to the authorities under GDPR is making it hard for clients to meet the complex requirements in this area. The requirements include documenting data processing policies, procedures and operations, and making these records available to the supervisory authority on request.

EY’s Managed Accountability Service supports clients to meet these demands without heavy up-front investment and effort. The benefits for clients include:

► **Faster and more complete accountability**, supported by EY’s industry-leading privacy practices, processes and methodology
► **A basis for privacy assurance**, based on audit trail, findings and documentation
► **Access to EY’s highly skilled team and global resources**, leveraging our worldwide network of professionals, service centers and GDPR experience
► **Looking beyond GDPR to privacy controls more generally**, incorporating not just technology, but also legal and organizational perspectives

Managed stress testing and incident response

The timely response to incidents, both from a technical as well as legal perspective, is a key requirement. This can be challenging due to the lack of experience and insufficient resources to respond adequately. EY can help by providing incident response as a managed service to help your organization in the event of an incident. To better prepare for incidents, we can further support you by performing stress-testing exercises that highlight current gaps and increase overall response capabilities.

Managed data protection officer (DPO)

The appointment of a DPO is one of the biggest impacts of the GDPR for many organizations. The DPO not only informs and advises the organization on privacy-related matters, but also monitors compliance with the regulation and serves as the key contact toward the supervisory authority. For most organizations, the role of the DPO is new and does not seamlessly map to existing functions. In day-to-day operations, it can also prove challenging to ensure that the DPO performs the duties and tasks independently, and is not restricted by conflicts of interest with other organizational duties, as required by the GDPR. An outsourced DPO as a managed service protects independence and avoids conflicts of interest. In providing a managed DPO, EY brings in-depth advisory insights into GDPR and privacy-related matters.
To find out more about any of our privacy-related services and how EY can help you use GDPR as a catalyst for change, beyond compliance, please contact:

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Easing the burden of data privacy compliance
EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

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