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From Risk to Remediation: Protector's Approach to Data Governance

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DataMapper London Breakfast Meeting

We will always be

The Challenger

We will deliver through unique relationships, best in class decision-making and cost effective solutions



Main targets

Cost and quality leadership
Profitable growth
Top 3



Values

Credible
Innovative/Open
Bold
Committed

Today's Discussion

- **Our Philosophy:** The principles guiding our approach to GDPR and the UK Data (Use and Access) Act.
- **Our Strategy:** Key considerations behind our data governance framework.
- **Our Journey:** Why Protector Insurance chose DataMapper to turn strategy into action.

Our Core Philosophy

- Data Privacy is a Shared Responsibility
- Our goal is to shift from a reactive to a proactive culture.
- We view data privacy not as a compliance burden, but as an integrated part of all business processes.
- The compliance function acts as an advisor and support system, empowering business areas to make informed decisions.
- GDPR is identified as the single largest compliance risk at Protector.

Pillar 1: Our Approach to GDPR

Three Pillars of GDPR Compliance

Initiative

Our Approach

Dynamic Record of Processing

We maintain a living, continuously updated Record of Processing Activities (RoPA) for an accurate, real-time overview of our data landscape.

Competence & Awareness

We deliver regular, tailored training and presentations to different departments, building knowledge and a security-first mindset from the ground up.

Proactive Dialogue

We maintain an open and close dialogue with data protection authorities to ensure our practices align with their expectations and guidance.

Pillar 2: The UK Data (Use and Access) Act

Adapting to the New UK Landscape

- **What it is:** The UK's evolution of the GDPR framework, designed to facilitate data sharing between public and private bodies.
- **Our View:** It reinforces the critical need for a robust and mature data governance strategy.
- **The Opportunity:** Presents avenues for innovation and improving public services through data.
- **The Requirement:** Demands stringent controls and a clear framework to ensure any data-sharing is compliant, secure, and upholds our commitment to privacy.

Our Data Governance Strategy

Strategy: Driven by Proactive Risk Management

- **Primary Consideration:** The failure to delete data that is no longer relevant is one of the highest-risk compliance issues and carries the potential for significant fines.
- **Our Goal:** To make data governance practical and embedded in daily operations, not a theoretical exercise.
- **Our Method:**
 - Enable the business to take ownership of its data.
 - Provide the tools and knowledge for effective data management.
 - Foster a culture of accountability where every team member is a data steward.

The Journey with DataMapper: The Problem

A Known Risk: The Manual Deletion Process

- **The Old Way:** A manual process involving our Compliance Officers sending quarterly email reminders to all staff, asking them to delete outdated information.

“It’s Data Clean Up Time!”

- **The Theory:** Our employees would proactively manage their data to ensure compliance.
- **The Reality:** This created a governance blind spot. We had no way to verify if deletion was actually happening or to measure the scale of our risk.

The Journey with DataMapper: The Discovery

From a Blind Spot to a Quantifiable Risk

- **The Test:** We implemented DataMapper as a pilot in our Denmark branch first to see if employees were actually deleting outdated data.
- **The Eye-Opening Result:** They were not.
- **The Finding:** The pilot immediately revealed that around 10% of held emails were potentially problematic from a GDPR perspective—containing data we had no legal basis to retain.

The Journey with DataMapper: The Solution

Remediation: From Manual Hope to Automated Action

- **The Business Case:** The pilot provided a clear, evidence-based, and quantifiable risk. This formed the basis of a compelling business case for our management team.
- **Why DataMapper?** It provided the direct remediation for our identified risk.
- **The Transformation:** We moved from a process based on reminders and trust, to a system of automated, verifiable action.
- **The Outcome:** DataMapper allows us to systematically identify and manage outdated data, turning our governance philosophy into a practical, everyday reality.

Conclusion

Key Takeaways

- **Culture is Key:** A proactive data privacy culture is your/our strongest defence.
- **Enable Your Business:** Governance shouldn't be a gate; it should be a guide that empowers your teams.
- **Measure to Manage:** You cannot remediate a risk you cannot see. Turn blind spots into quantifiable data points.
- **Automate for Action:** The right tools are essential to move from identifying risk to implementing a lasting solution.

**Thank You
Questions?**

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