

Service Definition: Police DPIA Management Solution (Salesforce-Based)

Service overview

The Police DPIA Management Solution is a **Salesforce-based software service** designed to help police forces manage Data Protection Impact Assessments (DPIAs) as an ongoing operational capability, not a one-off exercise. The solution supports the full DPIA lifecycle, providing structure, automation, visibility and auditability for sensitive data processing activities.

Built in collaboration with UK police forces, the solution is designed specifically for policing environments and integrates seamlessly with existing Salesforce platforms used across forces.

Service scope

This service provides the configuration, implementation and support of a DPIA management solution built on Salesforce. It enables forces to create, manage, review and maintain DPIAs consistently across departments, programmes and data-sharing initiatives.

The service supports ongoing DPIA management for live systems and initiatives and is not limited to point-in-time assessments. The service does not provide legal advice or replace statutory decision-making by the data controller.

Supported use cases

The solution supports DPIA management for: - New digital systems and platforms - Data sharing and information exchange initiatives - Use of automation, analytics and AI - Changes to existing processing activities - Multi-agency and cross-force programmes - Supplier and partner data processing arrangements

Solution capabilities

The Police DPIA Management Solution provides: - Structured DPIA templates aligned to policing needs - Guided workflows for DPIA creation and completion - Role-based review, approval and sign-off processes - Automated task management and notifications - Centralised DPIA register and status visibility - Risk identification, mitigation tracking and version control - Audit trails and reporting for assurance and oversight - Integration with existing Salesforce data and processes

Users

The solution is designed for use by Data Protection Officers, Information Governance teams, SIROs, digital and transformation teams, project leads and operational stakeholders. Access is controlled using Salesforce role-based access controls.

Onboarding and implementation

Implementation typically includes discovery, solution configuration, workflow setup, user role definition, testing and user enablement. The solution can be deployed incrementally, starting with priority teams or initiatives and expanding across the force.

Support and service levels

Support is provided during UK business hours with priority-based response and resolution targets. Managed support options are available to provide ongoing administration, configuration changes and platform optimisation.

Security and compliance

The solution operates within an ISO/IEC 27001 certified Information Security Management System and is supported by Cyber Essentials Plus. Salesforce provides the underlying platform security, including access controls, monitoring and infrastructure resilience.

Data handling

DPIA records and supporting information are processed and stored securely within Salesforce in accordance with UK GDPR, the Data Protection Act 2018 and policing information management requirements. Access is restricted, logged and auditable.

Change management

Changes to DPIA workflows, templates or configurations are managed through a controlled change management process, including impact and security assessment, testing and controlled deployment.

Service boundaries

The service provides a DPIA management solution and supporting implementation and support services. It does not provide legal advice, make data protection decisions, or approve DPIAs on behalf of the police force. Responsibility for DPIA approval and data processing decisions remains with the customer.