

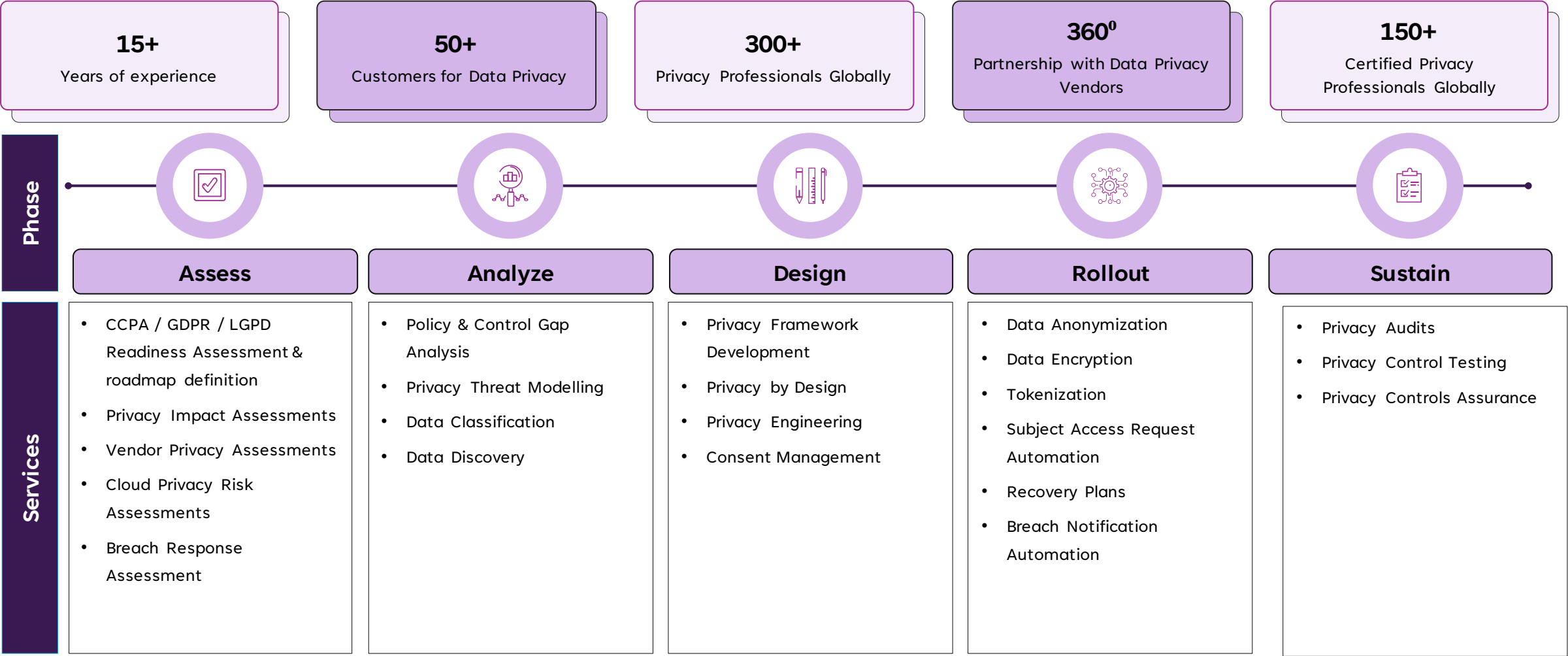


# G-Cloud 14

Service Definition - Wipro Data Privacy management solutions



# Wipro's Data Privacy Services Description (1/2)



# Wipro's Data Privacy Services Description (2/2)



## Privacy Principles

- Fair & Lawful Processing
- Accountability
- Data Minimization
- Purpose Specification
- Transparency & Openness
- Choice & Access to data
- Responsible data sharing
- Safeguards for sensitive data
- Data Quality
- Information security



## Guidelines

Data Classification

Data Collection & Consent

Breach Notification

Data Protection with 3<sup>rd</sup> party vendors

Data Lifecycle Management

Informing Users

Privacy for social data

Information security policy & standards

Consumer Data Access

Direct Marketing

Child Online Privacy

Location privacy & mobile applications



## Design Patterns

- Intent
- Context
- Problem
- Solution

## Processes & Tools

Privacy Impact Assessment Tool

Privacy by Design Process

Breach Management Process

Privacy Awareness

Consent Management

Preference Management

Regulatory Compliance Intelligence

Privacy Operations

## Privacy Enhancing Technologies

Data Privacy Portal

Online Data Collection

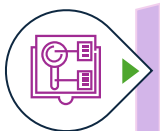
Application Privacy

Electronic Direct Marketing Consent

Data Asset Management

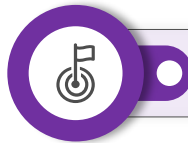
Information Security

Account Privacy



Our Data Privacy Framework allows organizations to design & implement a forward-looking privacy program that will enable compliance to ever evolving privacy regulations.

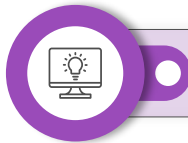
# CCPA Implementation Program for one of the largest US retail giants



## Challenges

The client wanted to partner with a provider for the implementation of CCPA within the Organization.

- Lack of a personal data inventory for its enterprise applications and systems, and a documented data flow of personal information and knowledge of location of personal data within the enterprise.
- Lack of policies and processes to fulfil Consumer Rights outlined by the CCPA regulation.
- Lack of robust technology and process controls to manage personal data within the enterprise applications and systems.
- Lack of a technology solution for managing customer preferences and consents in disparate enterprise applications.



## Solution Highlights

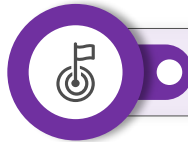
- Conducted a readiness and maturity assessment, based on Wipro's data privacy framework, and developed the strategy and roadmap for subsequent phases.
- Discovered personal data in the enterprise systems by leveraging data discovery solution (BigID) and developed a personal data inventory using Wipro's Data Privacy Inventory Framework in ServiceNow GRC
- Conducted a Privacy Impact Assessment for the 100+ applications and business processes that collect / store / process personal data.
- Reviewed data privacy policies, procedures, vendor contracts and the existing control landscape to identify gaps and recommend controls for remediation for subsequent phases.
- Automated fulfillment of Subject Access Request solution using OneTrust, ServiceNow and BigID.



## Value Delivered

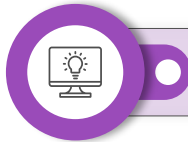
- Risk based consultative approach to strategize, advise, assess, standardize, re-engineer, and govern all aspects of data privacy.
- Our intelligent set of frameworks and privacy solutions that helped the client to apply, calibrate and implement emerging privacy requirements in the USA appropriately and effectively.

# Data Privacy Certification for a Telecom Operator headquartered in UK



## Challenges

- Lack of visibility over Personal Information (PI) and Sensitive Personal Information (SPI);
- Lack of control over PI/SPI collection, processing, transmission, storage and destruction;
- No central point for managing privacy related incidents and grievances
- Manage the regulatory and legal compliance more efficiently
- Need for conducting Privacy Impact Assessment and data privacy audits in an ongoing manner
- Privacy safeguards was not factored into new solutions and services due to lack of awareness of privacy among employees and contractors



## Solution Highlights

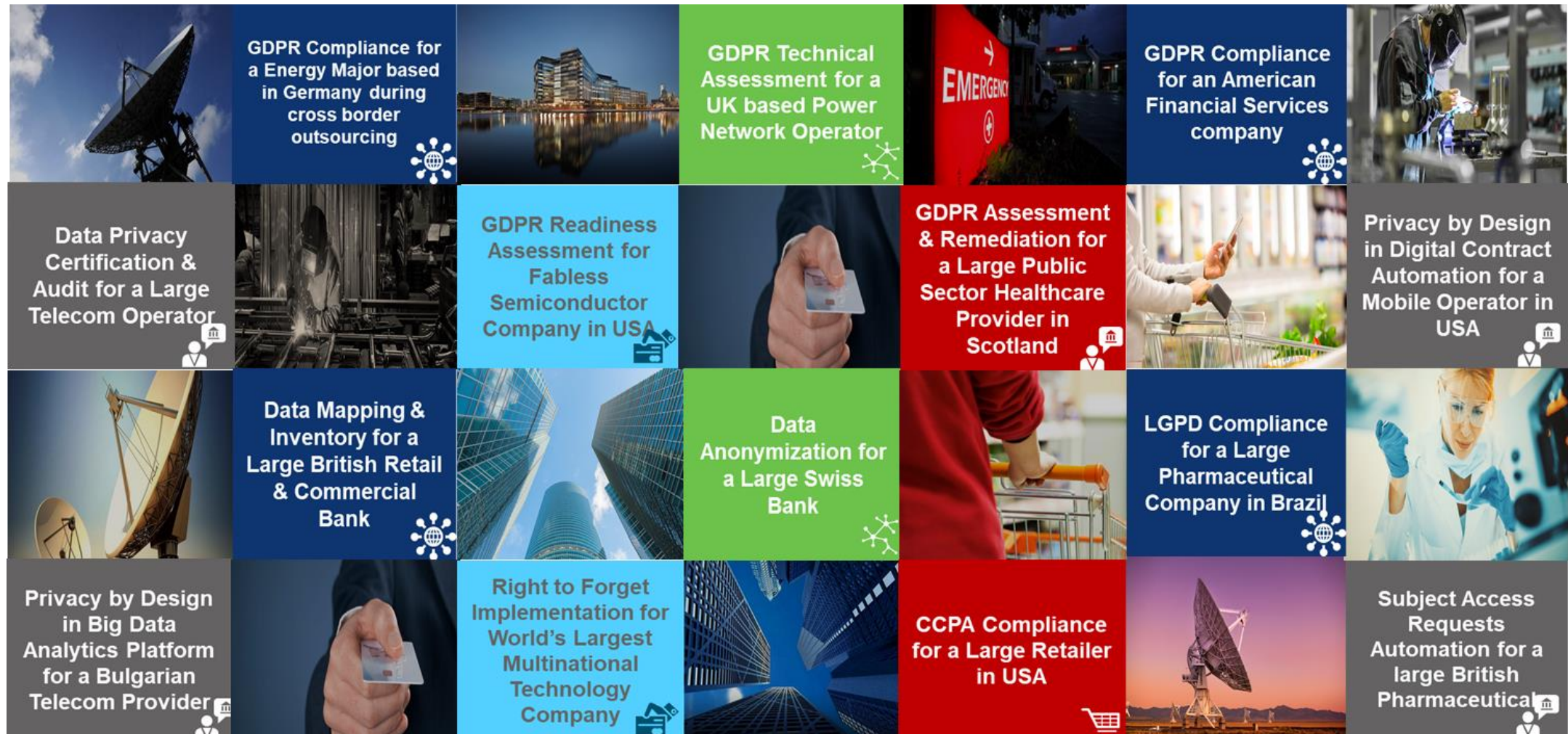
- Conduct a privacy risk assessment to identify the privacy risks in business processes, applications and various stages of data lifecycle
- Developed a Privacy Management Framework, inline with Generally Accepted Privacy Principles (GAPP) and align the framework with a suitable privacy standard/framework.
- Support and prepare the organization for external data privacy audits and help achieve data privacy certifications for its 23 telecom circles.
- Conducted a GDPR Readiness assessment and identified the gaps for remediation.
- Established process for Privacy by Design for new applications and services



## Value Delivered

- End-to-end service delivery from privacy framework development to sustenance, providing a robust and resilient privacy posture
- Data privacy awareness sessions helped reduce DLP Incidents by more than 50%
- Conducted various privacy events like Privacy Quizzes and games to reward positive behavior towards privacy that helped to embed a privacy aware culture within the organization.
- 1000+ privacy risks highlighted and remediated.
- 100% compliant, auditable and streamlined process for managing privacy processes and standards.

# Key Privacy case studies – Think privacy – Think Wipro





# Thank you.

Kindly contact us at the following Wipro email id for any further information and engagement related details.

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