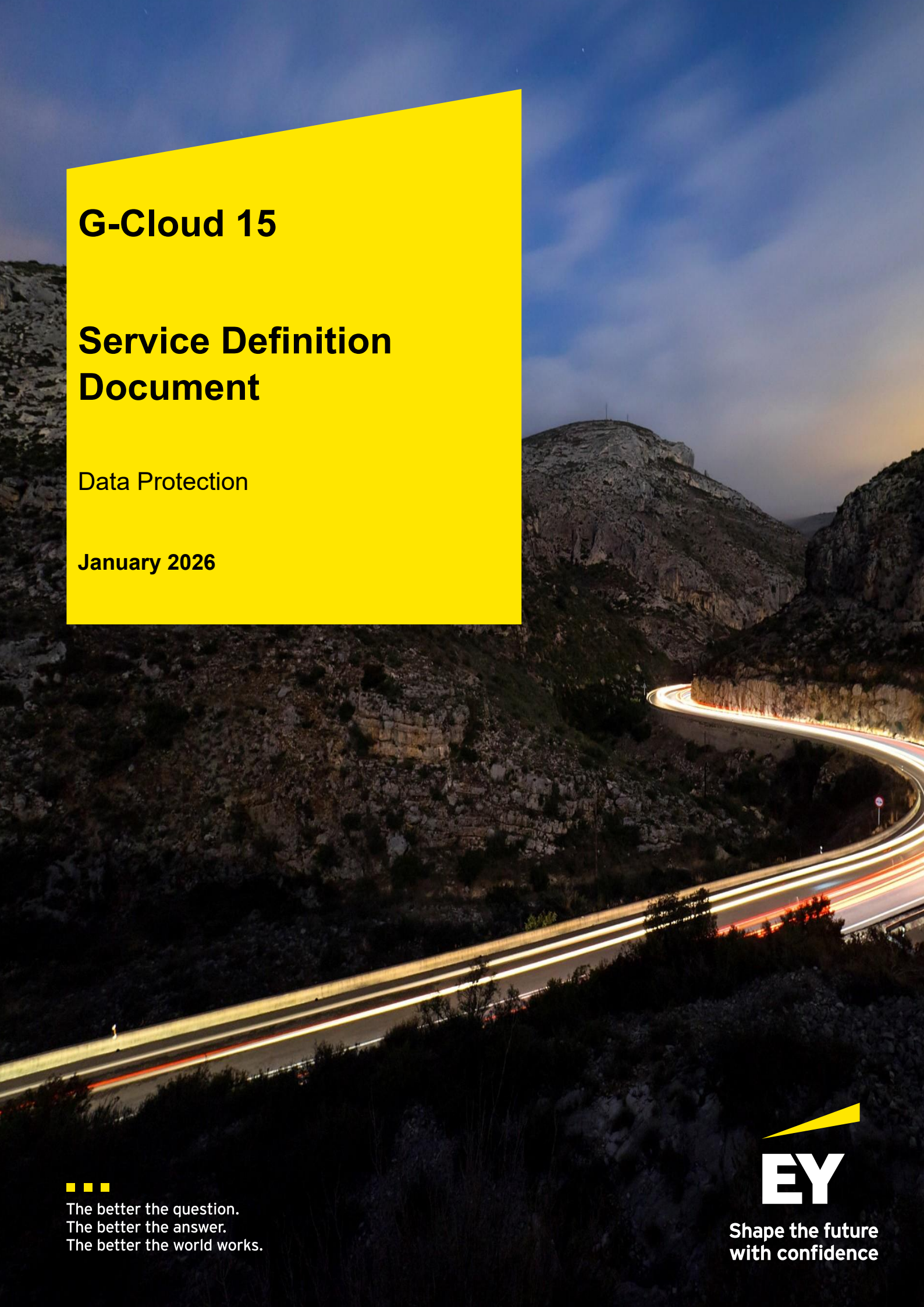




G-Cloud 15

Service Definition Document

Data Protection

January 2026



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1. Service detail

Data Protection Service

Data protection and privacy are ever growing challenges for organisations as they generate, share, and store data across users, systems, cloud services, and third parties. To manage this effectively, organisations need a clear understanding of their data, how it is used across the business, and where the greatest risks of loss, misuse, or non-compliance exist.

EY's Data Protection Service supports organisations in protecting sensitive and personal data across the full data lifecycle, from creation and use through to sharing, storage, and retention. The service combines strategic design, governance, and operating model considerations with detailed assessment of data loss risk, enabling organisations to implement proportionate, risk-based controls that align to business objectives and regulatory obligations.

Grounded in EY's Data Protection and Privacy (DPP) Framework, the service helps organisations define clear roles and responsibilities, establish effective data governance, and design policies, processes, and controls that support consistent data protection practices. This is complemented by a data loss prevention risk assessment to identify high-risk data types, repositories, and behaviours, providing insight into where controls are most needed.

The service spans strategy and operating model design through to the definition and enablement of data loss prevention controls, including data classification and labelling, policy definition, and alignment to supporting technologies. Together, these capabilities provide a structured and end-to-end approach to managing data protection and privacy risk while supporting secure data use and business operations.

EY Data Protection and Privacy Framework

EY's DPP Framework is a reference model that describes the full set of processes that should be considered in any DPP programme. It aligns to the lifecycle stages that information goes through within the organisation or as it is used across businesses as needed. The DPP Framework is used as a reference when supporting clients with their programmes, enabling them to understand the elements needed to support their objectives and data protection and privacy compliance including people, processes and technology elements.

The framework is used to help organisations take an effective and sustainable long-term approach to managing their data, covering:

- Assessment of current data protection and privacy capabilities, including data governance, privacy maturity, data loss risk, and operating model effectiveness
- Business, regulatory, and technical requirements, aligning controls to organisational needs and compliance obligations

- Strategy and target operating model, defining roles, responsibilities, policies, processes, and reporting structures
- Roadmap and change management, supporting prioritised delivery, maturity uplift, and continuous risk reduction
- DPP technologies, including data classification, data loss prevention, cloud access security broker, encryption and monitoring

Key Outcomes

- **Clear Data Protection and Privacy Posture:** A clear understanding of where sensitive and personal data resides, how it flows across the organisation, and where the most significant data protection and data loss risks exist
- **Business-Aligned Data Protection Strategy:** A defined data protection and privacy strategy aligned to business objectives, regulatory obligations, and risk appetite, providing clear direction for investment and decision-making
- **Effective Data Governance and Accountability:** Clear roles, responsibilities, and governance structures that support consistent ownership, oversight, and accountability for data protection and privacy across the data management lifecycle
- **Risk-Based Data Loss Prevention Approach:** A prioritised, risk-led approach to data loss prevention, informed by assessment insights and focused on protecting the most critical data and highest-risk activities
- **Actionable Roadmap for Maturity Uplift:** A practical, prioritised roadmap that sets out initiatives, ownership, and success measures, enabling continuous improvement and demonstrable risk reduction over time

Approach

Our approach helps organisations design and implement proportionate solutions aligned their needs and requirements.

- **Assessment and Requirements:** We assess current data protection capabilities, data governance, and data loss risk to understand how sensitive data is created, used, shared, and protected. This includes identifying high-risk data types, repositories, behaviours, and regulatory or business requirements
- **Strategy and Vision:** We work with stakeholders to define a clear data protection and privacy strategy and vision, aligned to business objectives, risk appetite, and regulatory expectations. This establishes strategic priorities and positions data protection as a business enabler
- **Target Operating Model:** We design a target operating model covering governance, roles and responsibilities, policies, processes, reporting, and performance measures, ensuring data protection activities are sustainable and embedded into day-to-day operations
- **Data Protection and Privacy Technologies:** We assess and define how supporting technologies should be used to enforce policy and manage risk, including data classification, data loss prevention, CASB, encryption, and monitoring across endpoints, cloud services, email, and data platforms

- **Roadmap and Delivery Planning:** We develop a prioritised roadmap outlining initiatives, sequencing, ownership, and success measures, supporting continuous risk reduction, maturity uplift, and effective change management

2. Key contacts

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