HCL

DATA PRIVACY SERVICES

RISING FOCUS ON DATA PRIVACY

Organizations are now adopting advanced technology at an exponential pace and this has enabled them to leverage personal information. Most of these technologies extensively use data to deliver multiple services.The extensive use of data to drive business has increased the economic value of personal information. This results in every instance of a data breach turning into a very stressful, expensive, and time consuming affair. It can result in loss of customers, stakeholder confidence, shareholder value, and also brand equity. Apart from losses suffered in business, organizations are also subjected to paying heavy fines. This presents organizations with the challenge of coining strategies that derives value from the wealth of personal information at their disposal while protecting personal information from malicious attacks.

CHALLENGES FOR ORGANIZATIONS

- Understanding the potential risks and privacy obligations that are involved
- Developing the right privacy strategy as per the requirement
- Choosing the right technology and business transformation initiatives to deal with personal information security
- Establishing visibility of the huge amounts of personal information
- Adopting cloud computing
- Building a robust data breach management and response ecosystem
- Monitoring third party vendors and suppliers who handle personal information
- Accurately estimating the impact of global privacy regulations on enterprise operations and risk management
- Understanding the role of IT Security in achieving data privacy
- Promoting the significance of data privacy among decision makers in business

"Up to 10 million Americans are victims of ID theft each year." - Privacy rights center, USA.

AREAS OF IMPACT

- Personal data processed by third party service providers or external vendors
- Outsourced functions
- Expansion into new markets
- Mergers and acquisitions
- Transition of personal information from non-production to production
- Adoption of next generation technology and platforms
- Changes in business functions with respect to handling employee data
- Development of new variants of products that are newly equipped with the ability to gather and process data

HCL SERVICE OFFERINGS: TRANSFORMING PRIVACY RISKS INTO OPPORTUNITY

HCL's extensive expertise and years of experience in managing and preventing threats enables it to comprehend the evolving security needs of customers across industries. This positions HCL as the perfect partner an organization's transformational information security programs. Given below are HCL's comprehensive range of services that will aid you in such initiatives.

IT Privacy Audits/Assessments

Identifying areas of an organization's privacy program that requires improvement and also areas of privacy compliance that are vulnerable to IT related risk. This includes conducting IT privacy audits, performing gap assessments, and the automation of privacy audit management.

Privacy Strategy and Governance

Design and implementation of privacy strategies, policies, processes, and governance frameworks based on an organization's needs. This also includes organizational data privacy policy management automation.

Privacy Program Implementation

Designing and embedding organizational privacy hierarchy structures and controls to manage privacy risk across various IT environments. This includes setting up an architecture and establishing capabilities such as data masking, data encryption, and identity access management.

"Data Privacy is not something that we are merely entitled to, it's an absolute prerequisite."

Privacy Inventories and Data Flow Mapping

Identifying personal information both at rest and in motion in order to identify potential risks and develop strategies that are appropriate to manage such risks. This includes performing e-Discovery automated data classification, data correlation, and the implementing methods to prevent leakage of data.

Privacy Impact Assessments (PIAs)

This service is provided for technology projects or transformation programs related to IT service delivery. This includes assessment of existing or new technology projects such as CRM, ERP, Windows, UNIX, etc. against evolving privacy requirements.

Privacy Regulations Analysis

This includes identifying potential impact and strategic implications of an organization against applicable global privacy regulations.

Privacy Training and Awareness

This includes developing and running training and awareness programs tailored to your organization's needs.

Privacy Incident Response

Establishing a privacy incident response plan to tackle data breaches and implement data loss/breach investigations and remedial programs. In order to build or provide robust privacy incident management support, HCL leverages state-of-the-art forensic technologies that help clients find and analyze evidence from various organizational assets. This service also includes automation of the privacy incident management workflow.

HCL'S DATA PRIVACY FRAMEWORK

HCL has developed its own data privacy framework from inputs derived from global privacy frameworks, industry best practices, personal data protection and security legislations, and sector-specific privacy requirements spanning the globe. This framework enables HCL to deliver superior data privacy services.

HCL's data privacy framework is intended to provide detailed guidance and direction to businesses on common privacy issues and their impact. It considers the various areas associated with privacy at four different layers – i.e. Strategic, Tactical, Management, and Operational. Each area has its own roles and functions across various levels in the organization. Data/PI protection being the focus, it also takes into consideration the entire IT ecosystem surrounding the data. This includes the applications, systems, network, and the people associated with various types of personal information. The framework aims at striking a balance between information privacy, business needs, and commercial interests.

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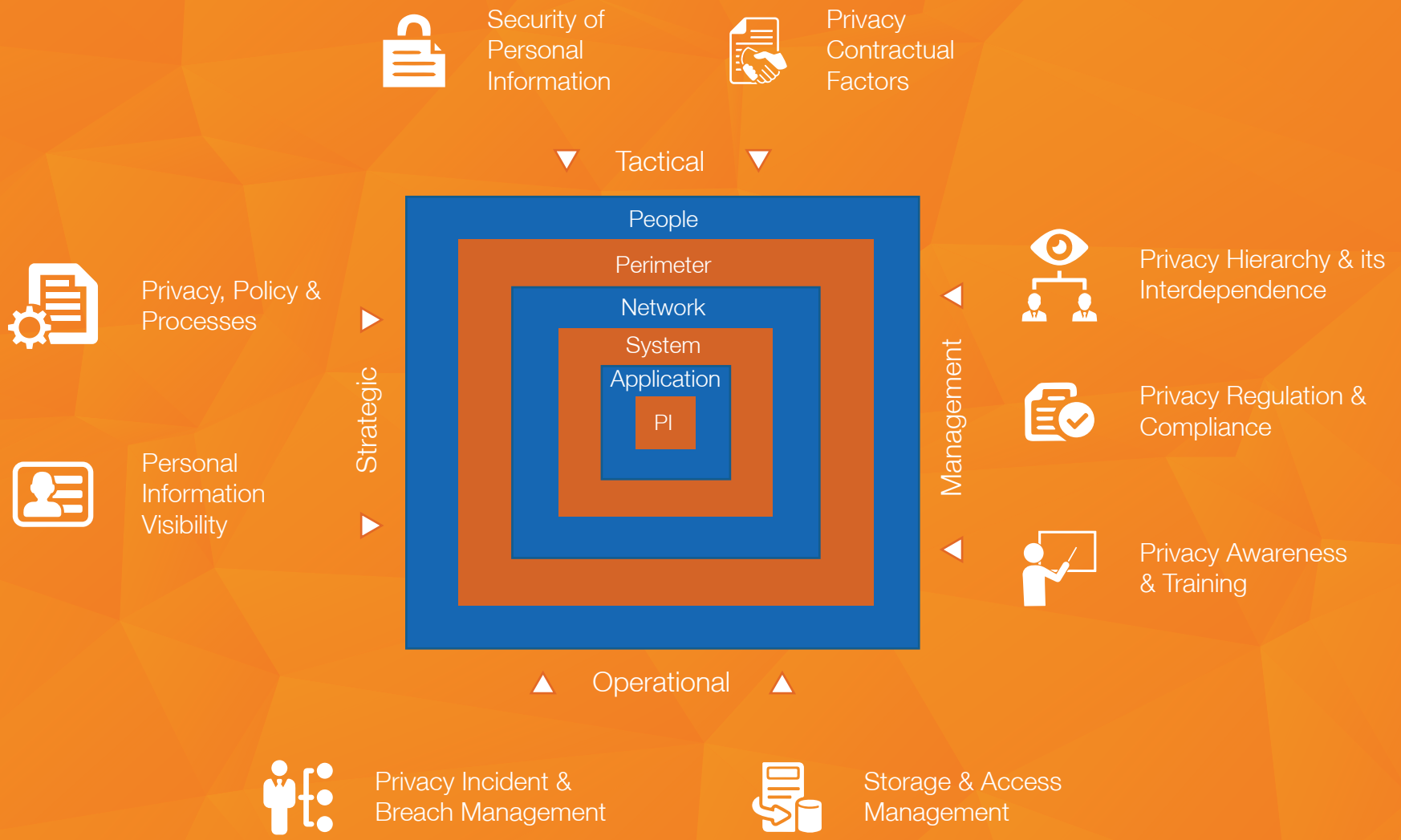
HCL DATA PRIVACY FRAMEWORK



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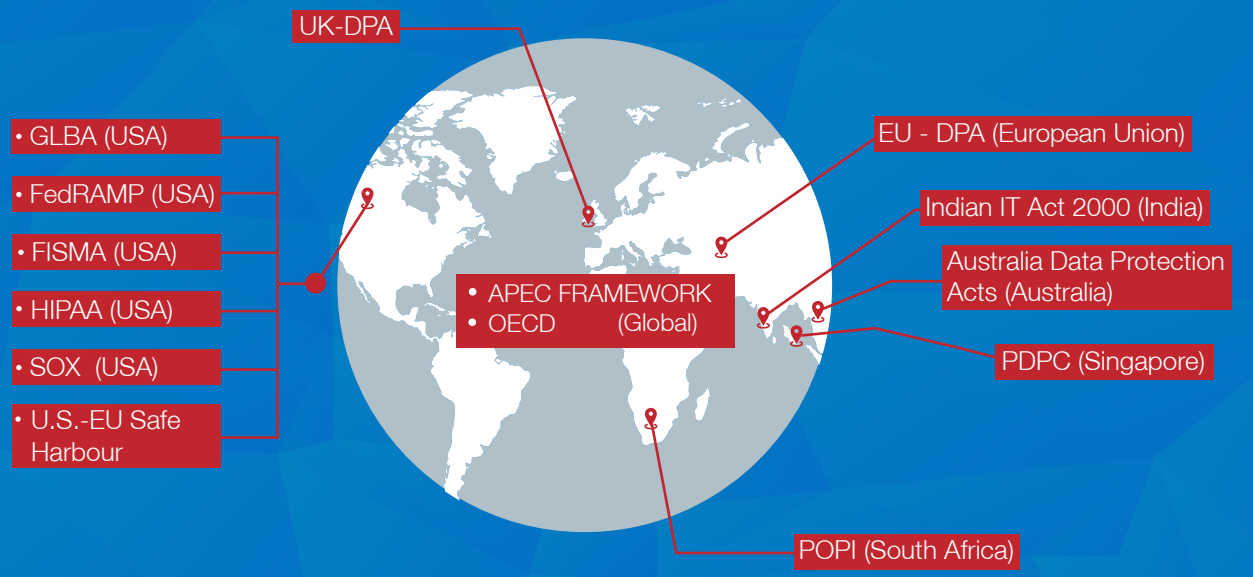
COVERAGE

HCL's data security and personal privacy services encompass privacy compliance with country specific data privacy legislations across the globe. These services are tailored for individual industry requirements across BFSI, Healthcare, Pharmaceutical, Information Technology, e-Commerce,Retail, Manufacturing, and others.



WHY HCL?

EXPERIENCE

Sound Technical strategies corroborated by HCL's strong expertise in Privacy

COLLABORATION

Years of experience in orchestrating multi-disciplined teams to deliver the right privacy solutions

PROFESSIONALS

Highly qualified and experienced experts across BFSI, Healthcare, Energy & Utilities etc. (Certified in CIPP/E, CIPP/M, CIPP/IT & UK ISEB certificate in data protection)

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PARTNERS

CYBERARK

MetricStream

RSA Archer GRC

SafeNet

SECLORE

Symantec

EnCase

CASE STUDIES

Case I

As a part of its IT outsourcing engagement, a U.S.-based banking and financial services client wanted to improve its data protection program. HCL helped assess its existing data protection measures and policies, and identify its privacy requirements. HCL helped in building its privacy function, transforming its policies, and deploying privacy and data protection measures such as encryption, masking, and more.

Case II

A UK based biopharmaceutical company handling personal health information (PHI) was subject to the various privacy standards and regulations governing this sector in the UK. It joined hands with HCL to help it protect sensitive personal health information. HCL assisted the company in its security and privacy transformation projects that enhanced its sensitive personal protection processes through privacy control, PHI protection, privacy monitoring, data classification, and privacy architecture services.

Case III

Privacy compliance in the payment industry was proving to be a daunting task for a U.S.-based commercial bank. The increasing usage and circulation of its payment cards meant that the bank's systems had to be secured and protected from all threats. HCL's security and privacy transformation project with the bank helped protect its personal financial information while complying with all the privacy requirements of the financial industry.

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Case IV

A European bank wanted to improve enterprise security, provide single-sign on within/outside the firewall for its users, and automate provisioning into its applications through an SOA layer. It also wanted to enhance SPI or PFI protection i.e. financial data from client credit cards, payment details, and more. Through HCL's security and privacy transformation program (which involved privacy incident management, data classification, deployment of DLP and other privacy controls, and more), the bank was able to protect its sensitive personal information from all threats.

BENEFITS

- Effective and compliant use of personal information leading to the creation of business value
- Proactive management, transparency, and visibility into all privacy related information at business and process levels
- Enhanced trust from customers, employees, and business partners
- Crystalized organizational structure with well-defined roles and responsibilities for privacy
- as per organizational and compliance requirements

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