

# Privacy Management Service



## Challenges faced by Financial Services due to Current Pandemic

- ✦ In times of health pandemic organizations are sharing private data. With the data privacy norms relaxed, it's likely to be picked up for regulatory scrutiny.
- ✦ In the current scenario, it's imperative for financial services firm to know where exactly they have private data in their environment and how that is accessed in the remote environment now.
- ✦ Data surveillance and privacy would be enforced more post COVID-19
- ✦ Data protection controls are more crucial than ever to avoid potential breached and hacks.

## How Can HCL Help You Prevent the Risk and Challenges

HCL's data privacy transformation approach helps integrate all our data privacy-related services into a single offering. The services encompassed discovery, assessment, control review, implementation, and sustenance of the data privacy controls in context of multiple data privacy regulations such as GDPR, CCPA, LGPD and PIPEDA.

## HCL Data Privacy Services

### Service Features:

- ✦ Privacy strategy and governance
- ✦ Privacy design and implementation
- ✦ Privacy impact assessment
- ✦ Data discovery and flow mapping
- ✦ Data subject access rights
- ✦ Privacy and data analytics, including anonymization and pseudonymization
- ✦ Data breach notification and incident management
- ✦ Third-party and vendor management
- ✦ Training and awareness
- ✦ Consent and cookies compliance
- ✦ Privacy program automation

### Service Benefits:

- ✦ End-to-end service leveraging best of the breed process, resources, and technology solutions
- ✦ Services aligned with NO upfront CAPEX investment
- ✦ Exact knowledge of PII data requirements to deal with customer and remote access requests
- ✦ Automation of end-to-end process privacy management through industry leading platform
- ✦ Process standardization by adherence to industry standards
- ✦ Pricing flexibility to discuss outcome based consumption model

## HCL Credentials and Success Stories

### Success Stories

The customer is a technology major with a global presence. We assisted this company by assessing, setting up, and managing their end-to-end privacy management program in context to more than 12 country specific privacy regulations.

**Our Solution:** HCL engaged with the client to assess and setup an effective privacy management program aligned to multiple privacy regulations which the client had to adhere to and implement automation platform for ongoing program sustenance.



## Solution Details:

HCL performed process consulting & solution implementation work for this project which consisted of:

- ❖ Data discovery and data flow mapping
- ❖ Regulatory compliance base assessment
- ❖ Assessment of GDPR controls and documentation of implementation roadmap
- ❖ Legal basis assessment
- ❖ Deploying unified control framework to meet GDPR and other regulatory requirements
- ❖ Automation of privacy program management
- ❖ Implementation of privacy management software solution to cover following areas:
  - Consent management
  - PIA/DPIA assessment
  - Process and application inventory
  - Cookie compliance
  - Data subject access request
- ❖ Integration of multiple consent sources with central consent management tool



## GRC Practice Credentials

HCL is a pioneer in the field of data privacy with an established Centre of Excellence for governance, risk and compliance, Our seasoned and experienced practitioners provide strategic insights and advisory services to tackle data privacy, risk and compliance challenges in the complex data privacy environment.

Powered by its rich experience, the GRC team of HCL has established a well-defined data privacy framework aptly supported by data protection services that helps organizations across various industry verticals identify, assess and remediate data privacy concerns and obligations.



## Key Capabilities

- ❖ 15+ years of experience in data privacy lifecycle management.
- ❖ Cross functional team of over 80+ specialized data privacy consultants and 60+ data protection technology consultants
- ❖ Strong and successful partnership with leading data privacy management and data protection solution vendors.
- ❖ Experience in setting up and managing both large and small scale data privacy programs.
- ❖ Extensive experience in consulting and design in a large-scale multi-geography and complex financial services organization.
- ❖ Joint reference architecture and frameworks around data privacy and protection services
- ❖ Innovative commercial constructs offer clients outcome based pricing
- ❖ Tactical and strategic approach to segregate and realize quick wins

BE-112206301745602-EN00GL



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HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

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