

**QUARTERLY PHYSICAL REPORT OF OPERATION**  
As of March 31, 2021

Department: Department of Information and Communications Technology  
 Agency : National Privacy Commission  
 Operating Unit: < not applicable >  
 Organization Code (UACS) : 37 003 0000000

Particulars	UACS CODE	Physical Target (Budget Year)					Physical Accomplishment (Budget Year)					Variance	Remarks
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total		
1	2	3	4	5	6	7	8	9	10	11	12	13	14
REGULATORY AND ENFORCEMENT PROGRAM	3101000000000000												
OO : Privacy and data security in information and communication systems													
Outcome Indicators													
1. Percentage of stakeholders who rated the privacy plans and policies as satisfactory or better		75%	75%	75%	75%	75%	94.6%					19.6%	NPC garnered an overall satisfactory rating of 94.6% from the participants during the conduct of the celebration of the International Data Protection Day 2021 with the theme: Securing Data in Borderless Digital Economy on 28 January 2021.
2. Number of private sectors and government agencies checked for DPA compliance		50	100	100	100	350	64					286	Under the Enhanced Data Privacy Compliance and Monitoring Program, (a) 64 organizations composed of 46 private and 18 government agencies, were checked for DPA compliance thru privacy sweeps; (b) 23,136 Data Protection Officers (DPOs) registered composed of 10,664 organizations and 12,472 individual professionals; (c) 3,767 certificates of registration with complete requirements issued; (d) Commencement of EC Online Registration System or eRehistro.
Output Indicators													
1. Number of Public Information/Education Projects implemented		2	4	4	2	12	13					1	Under the Privacy promotion Program, there are 13 activities and projects (APs) on Data Privacy Act (DPA) for nationwide awareness campaign in FY 2021 with the following accomplishments: (1) Celebration of Data Protection Day 2021/ 28-Jan-2021; (2) 119 NPC Stakeholders Consultative Meetings; (3) 23 NPC Speaking Engagements (by invitation); (4) NPC Social Media Campaign consist of 43 Facebook posts with 107,251 likes, 14 tweets with 3,659 Twitter followers and 17 Instagram posts; (5) Public Affairs/ Media-Related Activities comprising of 560 pick-up & mentions and 63 Public Relation activities; (6) 10 Advisory Opinions issued; (7) NPC Advisory issued; (8) NPC Circular 2021-01 – 2021 Rules of Procedure of the National Privacy Commission. (9) 5,861 public assistance thru emails, walk-ins, calls, social media messages acted upon; (10) website visits with an average of 163,869 monthly visits; (11) 10 Public Health Emergency (PHE) bulletins - NPC Response to COVID-19 with one (1) PC PHE Bulletin No. 17 – Update on the Data Privacy Best Practices in Online Learning, issued on February 16, 2021; (12) DPO Journal publication; (13) Online Registration System or eRehistro. - NPC's new registration and renewal platform.

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2. Percentage of requests for technical assistance responded to within the prescribed time frame		75%	75%	75%	75%	75%	99.93%					24.93%	On technical assistance, the following were acted upon: (1) per cumulative report , 99.93% or 85,861 out of 85,925 queries, thru emails, walk-ins calls, AskPriva App, and Social Media messages; (b) Ten (10) Advisory Opinions issued on the implication and interpretation of the provisions of the RA10173, its IRR, NPC issuances and other data privacy laws; (c) Five (5) comments on Bills released by NPC specifically on House Bill No. 03341, 03690, 297, 659 and 2909 as well as SBN No. 25, 109, 176, 236, 340, 388, 693, 365, 1800 and Sim Card Registration and (d) Ten (10) FOI Requests were processed.
3. Percentage of complaints and investigations resolved		65%	65%	65%	65%	65%	100					34%	As of March 31, 2021, 100% or a total of 1,467 complaints and privacy concerns received were acted upon, handled and investigated. Out of 1,467 complaints, sixty-five (65) were filed cases and 1,402 were privacy concerns.
4. Number of international membership or cooperation entered			1	1	1	3	10					7	International coordination and collaboration activities with international entities are strengthened to adopt/observe standard practices and issuances related to data protection and privacy thru the following: (1) MOU Signing between NPC and United Kingdom's Information Commissioner's Office (ICO)/12-Jan; (2) Global Privacy Assembly (GPA) Covid-19 Working Group Meetings; (3) WhatsApp Meeting with Hong Kong Singapore and Macao/19-Jan; (4) Council of Europe (COE) 40th Anniversary of Data Protection Convention 108/28-Jan; (5) IAPP Data Privacy Day: A Fireside Chat/28-Jan; (6) US Embassy/NPC Market Landscape/Registration Guidance/ 22-Jan; (7) CIPL/NPC Contract Meeting/ 03 Feb; (8) Meeting with Amazon Web Services/23 Feb; (9) ASEAN Digital Data Governance Meetings; (10) APEC Related Meetings (GPEN Pacific Call.

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