



Republic of the Philippines  
**NATIONAL PRIVACY COMMISSION**

**\*PROGRAMS/PROJECTS/ BENEFICIARIES AND STATUS OF IMPLEMENTATION  
as of 30 September 2021**

MAJOR PROGRAM	BENEFICIARIES	RATIONALE OF THE PROGRAM	STATUS OF IMPLEMENTATION (On-going)
<p><b>1. COMPLIANCE AND MONITORING PROGRAM</b></p> <p>(ENHANCED DATA PRIVACY COMPLIANCE AND MONITORING PROGRAM</p> <p>– Government and Private Sector Data Privacy Resilience Program)</p>	<ul style="list-style-type: none"> <li>• Government - NGAs, SUCs, LGUs and GOCCs;</li> <li>• Private sector including MSMEs and high-risk private institutions;</li> <li>• Personal Information Controllers &amp; Processors (PICs &amp; PIPs) - (organizations &amp; individual professionals who collect &amp; process personal data);</li> <li>• Data Protection Officers or DPOs</li> </ul>	<p>Through this program, the NPC stays fully committed its monitoring efforts to ensure strict compliance with Republic Act No. 10173 or the Data Privacy Act of 2012 under the NPC Circular No. 18-02 dated 20 September 2018 on guidelines on checking for compliance to heighten awareness and facilitate compliance among data subjects, including Personal Information Controllers (PICs) and Personal Information Processors (PIPs) through their Data Protection Officers. Aside from monitoring the compliance of government agencies or instrumentalities on their security and technical measures and managing the registration of data processing systems, the NPC thru its Compliance and Monitoring Division conducts privacy compliance sweeps/checks and aids on matters relating to data protection at the request of a national or local agency, a private entity or any individual.</p> <p>This is one of the four (4) priority programs and projects (PAPs) of the Commission that were validated by the National Economic Development Authority (NEDA) and included in the Updated 2017-2022 Public Investment Program (PIP). This Tier 2 program was approved and funded by the DBM from 2019 – 2021.</p> <p><b>This program aims to:</b></p> <ul style="list-style-type: none"> <li>• Effectively and efficiently perform one of the mandates of the Commission in monitoring the registration of all PERSONAL data processing systems;</li> <li>• Monitor compliance thru various forms of audit, such as, but not limited to on-site visits;</li> <li>• Effectively deploy awareness specifically on How to Comply with the Five (5) Pillars of Compliance including the 32-Point Compliance Checklist.</li> </ul>	<p>Significant accomplishments as of September 30, 2021 under this program are as follows:</p> <ul style="list-style-type: none"> <li>• <b>526</b> organizations (392 private and 134 government), were checked for DPA compliance thru privacy sweeps;</li> <li>• <b>397</b> Data Protection Officers (DPOs) registered composed of 383 organizations and 14 individual professionals. Per cumulative report, an overall total of 23,814 DPOs had registered.</li> <li>• <b>847</b> certificates of registration with complete requirements issued in the 3rd quarter;</li> <li>• <b>137</b> total of Compliance Letters Sent;</li> <li>• Development of EC Online Registration System or eRehistro.</li> <li>• Thru the Compliance and Monitoring Division, the NPC received a total of <b>237 Data Breach Notifications</b>. Of these notifications, the top three (3) specific causes are ransomware (20%), followed by unauthorized disclosure (11%), and stolen device (9.85%).</li> </ul>

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<p><b>2. DPO and Industry Development Program</b></p> <p>(Enhanced Data Protection Officers (DPO) ACE Training and Certification Program)</p>	<ul style="list-style-type: none"> <li>• Data Protection Officers (DPOs);</li> <li>• Personal Information Controllers and Processors (PICs and PIPs);</li> <li>• Data Subjects:</li> </ul>	<p>The Data Protection Officers Accountability, Compliance and Ethics (DPO ACE) training and certification program aims to further accelerate the capabilities of registered and aspiring Data Protection Officers (DPOs) by capacitating them to do the right things right. The program seeks to equip the DPOs with the relevant privacy and data protection knowledge and skills necessary to manage effectively in a risk-based and comprehensive manner the compliance of their organizations to the Data Privacy Act of 2012. This training and certification program is based on the Commission's Five (5) Pillars of Data Privacy Accountability and Compliance Framework as well as international laws and standards that find application within the Philippine setting.</p> <p>This is one of the four (4) priority programs and projects (PAPs) of the Commission that were validated by the National Economic Development Authority (NEDA) and included in the Updated 2017-2022 Public Investment Program (PIP). This Tier 2 program was approved and funded by the DBM from 2019 - 2020.</p>	<p>Accomplishments under this program are as follows:</p> <ul style="list-style-type: none"> <li>• <b>94.3%</b> overall total average rating garnered from the participants re: five (5) DPO-ACE Training and Certification. For the 3rd quarter, a total average 95.4% rating garnered from the conduct of three (3) DPO-ACE activities: <ul style="list-style-type: none"> <li>(a) 95% for DPO ACE Level 1 Training in partnership with DICT Luzon Cluster 3 on 11 Aug, with 120 pax;</li> <li>(b) 95% for DPO ACE Level 1 Training for MOA Party-Agencies on 25 Aug, with 132 pax;</li> <li>(c) 96% for DPO ACE Level 1 Training for the Mixed Sector on 29 Sept 2021; with 135 pax; Development of DPO ACE Level 2</li> </ul> </li> <li>• Development of Audio Visual Presentation (AVP) for modules of the DPO ACE.</li> <li>• Development of Train the Trainers (T3) Program, an Audit Committee was created to deliberate ten (10) T3 Programs</li> </ul>
<p><b>3. COMPLAINTS HANDLING AND ENFORCEMENT PROGRAM</b></p>	<ul style="list-style-type: none"> <li>• The beneficiaries of this program are the data subjects and/or complainants</li> </ul>	<p>The NPC thru its Complaints and Investigation Division, handles complaints and institute investigations regarding violation of RA 10173 and other issuances of the Commission, including violations of the rights of data subjects and other matters affecting personal data and security breach; summon witnesses and require the production of evidence by a subpoena duces tecum for the purpose of collecting the information necessary to perform its function under the purpose of collecting the information necessary to perform its function under the law; facilitate settlement of complaints through the use of alternative dispute resolution processes and adjudicate on other matters affecting personal data and security breach. With the high-profile data breaches and complaints on the privacy risks associated with digital technology, the NPC endeavors to accelerate its complaints handling, case investigation and enforcement program where majority of concerns focusing on the personal information and security breaches and the surge in individual complaints of privacy harassments from online lender and breaches on personal information. Moreover, there were the so-called "privacy concerns" that were received mostly through the email address <a href="mailto:complaints@privacy.gov.ph">complaints@privacy.gov.ph</a>.</p>	<p>For the 3rd quarter, 100% or 6,104 complaints were handled and investigated. Overall, 92% or 6,579 privacy concerns and complaints were handled and investigated in 2021 while 259 cases were filed wherein 49% or 126 are against Online Lending Applications.</p> <p>Per cumulative data, overall total of 25,529 privacy concerns and complaints were acted upon, handled, and investigated since 2016.</p>

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<b>4. PRIVACY POLICY AND STANDARDS DEVELOPMENT PROGRAM</b>	<ul style="list-style-type: none"> <li>• Data subjects;</li> <li>• Personal Information Controllers &amp; Processors (PICs &amp; PIPs) - (organizations &amp; individual professionals who collect &amp; process personal data);</li> <li>• Data Protection Officers or DPOs;</li> <li>• Privacy advocates</li> </ul>	<p>The NPC issues advisory opinions on privacy concerns to provide the stakeholders and the citizens guidance on significant public interest issues with data privacy and protection and to uphold the data privacy of individuals in Information and Communications Technology (ICT) systems in both public and private sectors. These advisories elaborate further on the key concepts to assist organizations and individuals' general understanding of the Republic Act No. 10173 or known as the Data Privacy Act of 2012. Likewise, the NPC addressed inquiries of various stakeholders, and reviewed privacy notice policies, data sharing agreements, and legislative bills having data privacy and protection implications.</p>	<p>FY 2021 has been a prolific year for the NPC thru its Privacy Policy Office in terms of issuances that elaborate key concepts and obligations under the Data Privacy Act of 2012 (DPA), especially with the issues that have emerged with the pandemic. These issuances also provide guidance on significant public interest issues with data privacy implications:</p> <p><b>A. <u>Circular</u></b></p> <ul style="list-style-type: none"> <li>• <u>NPC Circular 2021-01 – 2021 Rules of Procedure of the National Privacy Commission</u></li> </ul> <p><b>B. <u>Advisories</u></b></p> <ul style="list-style-type: none"> <li>• <u>NPC Advisory No. 2021-02</u> <u>Guidance For The Use Of The ASEAN Model Management Framework</u></li> <li>• <u>NPC Advisory No. 2021-01</u> <u>Data Subject Rights</u></li> </ul> <p><b>C. <u>Advisory Opinions</u></b></p> <ul style="list-style-type: none"> <li>• <u>No. 2020-054</u>: Personal Data Collection and Retention Using QR Codes for Contact Tracing</li> <li>• <u>No. 2020-055</u>: Applicability of the Criteria for lawful Processing of Personal and Sensitive Personal Information</li> <li>• <u>No. 2021-001</u>: Request for an Overseas Filipino Worker (OFW) to Delete Records Stored in the Balik Manggagawa Online System</li> <li>• <u>No. 2020-002</u>: Disclosure of Summary of Evaluation and Ratings Form</li> <li>• <u>No. 2021-003</u>: Information Sharing and the Philippine Maritime Manpower FactBook</li> <li>• <u>No. 2021-004</u>: Request for Personal Data by HMO Brokers</li> <li>• <u>No. 2021-005</u>: Conflict of Interest in the Designation of Data Protection Officer</li> <li>• <u>No. 2021-006</u>: Re: Data Classification For The Disclosure Of Procurement-related Documents</li> <li>• </li> </ul>
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			<ul style="list-style-type: none"><li>• <u>No. 2021-007</u>: Re: Data Sharing Arrangements Of The Philippine Veterans Affairs Office With Other Government Agencies</li><li>• <u>No. 2021-008</u>: Re: Request For Official List Of Legitimate Taxi Operators And Company-related Accounts</li><li>• <u>No. 2021-009</u>: Re: Forensic Audit On Company-issued Assets</li><li>• <u>No. 2021-010</u>: Re: Private Detective Services</li><li>• <u>No. 2021-011</u>: Re: Request Of A Voter For The Erasure Of Name From The Certified List Of Overseas Voters Posted In Philippine Embassies</li><li>• <u>No. 2021-012</u>: Re: Documentary Requirements For Accreditation As Financial Institution</li><li>• <u>No. 2021-013</u>: Re: Request For Information In Aid Of Implementing The Hague Child Abduction Convention</li><li>• <u>No. 2021-014</u>: Re: Posting Of Photo In A Social Media Platform Without Consent</li><li>• <u>No. 2021-015</u>: Re: Transfer Of Employee Records From SSS To GSIS</li><li>• <u>No. 2021-016</u>: Re: Data Privacy Implications Of Uploaded Contracts In The Development Bank Of The Philippines' Website</li><li>• <u>No. 2021-017</u>: Re: Intellectual Property Investigation And Enforcement Agencies' Rights To Inquiry And Request For Personal Information</li><li>• <u>No. 2021-018</u>: Re: PNP Request For Personal Information From Employers</li><li>• <u>No. 2021-019</u>: Re: Access To Documents In An Administrative Case</li><li>• <u>No. 2021-020</u>: Re: Installation And Use Of Global Positioning Systems (GPS) On Motorcycle Units</li><li>• <u>No. 2021-021</u>: Re: Disclosure Of Addresses Of Terminated Employees To The Office Of The Prosecutor For A Criminal Case</li><li>• <u>No. 2021-022</u>: Re: Processing Personal Data For Electronic Know-your-customer (eKYC)</li><li>• <u>No. 2021-023</u>: Re: Processing Of Personal Data For Research Without Ethics Clearance</li><li>• <u>NPC Advisory Opinion No. 2021-024</u>: Re: Public Disclosure Of Information On Social Welfare And Development Agencies, Service Providers, And Civil Society Organizations</li><li>• <u>NPC Advisory Opinion No. 2021-025</u>: Re: Mandatory Psychiatric Evaluation Of All National Council On Disability Affairs Personnel</li><li>• <u>NPC Advisory Opinion No. 2021-026</u>: Re: Data Privacy Implications For Financial Services Industry Initiatives On Data Sharing</li></ul>
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<b>5. PRIVACY PROMOTION PROGRAM</b>	<ul style="list-style-type: none"> <li>• Data subjects;</li> <li>• Personal Information</li> </ul>	<p>Cognizant of the need to directly engage covered organizations, both in private and government sector, individual professionals and the citizens, the NPC strengthens its advocacy program thru embarking nationwide awareness campaign through the conduct of briefings and trainings on</p>	<p>A total of twenty (20) activities and projects (APs) on Data Privacy Act (DPA) nationwide awareness campaign for the whole year are continuously implemented comprising of the following activities:</p>

	<p>Controllers &amp; Processors (PICs &amp; PIPs) - (organizations &amp; individual professionals who collect &amp; process personal data);</p> <ul style="list-style-type: none"> <li>• Data Protection Officers or DPOs;</li> <li>• Privacy advocates</li> </ul>	<p>Data Privacy Act and other related issuances to promote data privacy of the stakeholders and the citizens for them to know and understand their rights which are protected under the Data Privacy Act of 2012.</p> <p>This is one of the four (4) priority programs and projects (PAPs) of the Commission that were validated by the National Economic Development Authority (NEDA) and included in the Updated 2017-2022 Public Investment Program (PIP). This Tier 2 program was approved and funded by the DBM from 2019 – 2020.</p>	<ul style="list-style-type: none"> <li>• Celebration of Data Protection Day 2021/ 28-Jan-2021;</li> <li>• Annual Celebration of Privacy Awareness Week/ 27-28 May 2021;</li> <li>• DPO ACE Level 1 Training/ 26 May 2021;</li> <li>• 222 NPC Stakeholders Consultative Meetings;</li> <li>• 268 NPC Speaking Engagements by invitation;</li> <li>• NPC Social Media Campaign consist of 137 Facebook posts with 121,128 likes, 77 tweets with 4,244 Twitter followers and 49 instagram posts;</li> <li>• Public Affairs/ Media-Related Activities comprising of 1127 pick-up &amp; mentions and</li> <li>• 37 Public Relation activities;</li> <li>• 37 Advisory Opinions issued;</li> <li>• 30,722 public assistance thru emails, walk-ins, calls, social media messages acted upon;</li> <li>• website visits with an average of 194,508 monthly visits;</li> <li>• 4 Public Health Emergency (PHE) bulletins - NPC Response to COVID-19 issuances on 2021 PC PHE Bulletin;</li> <li>• DPO Journal Publications with fifteen (15) articles uploaded;</li> <li>• Train the Trainers (T3) Program development;</li> <li>• NPC Circular 2021-01 – 2021 Rules of Procedure of the National Privacy Commission;</li> <li>• NPC Advisory No. 2021-02 issued on Guidance for the Use of the ASEAN Model Contract Clauses and ASEAN Data Management Framework;</li> <li>• 2019 Annual Report publication.</li> <li>• NPC Trust Mark;</li> <li>• NPC Statements on DPA and other privacy concerns and issues;</li> <li>• NPC Audio Visual Presentations (promotional videos);</li> <li>• Four (4) Philippine National Standards Advisory Opinions issued.</li> </ul>
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<p><b>6. INTERNATIONAL COOPERATION PROGRAM</b></p>	<ul style="list-style-type: none"> <li>• Data subjects;</li> <li>• Personal Information Controllers &amp; Processors (PICs)</li> </ul>	<p>Likewise, the Commission is fully committed to strengthen its international coordination and collaboration activities with international entities to adopt/observe standard practices and issuances related to data protection and privacy. The Commission has been heavily involved in its international commitments with the Association of South-East Asian Nations (ASEAN), the Asia Pacific Economic Cooperation (APEC),</p>	<p>International coordination and collaboration activities with international entities are continuously strengthened to adopt/observe standard practices and issuances related to data protection and privacy:</p>

	<p>&amp; PIPs) - (organizations &amp; individual professionals who collect &amp; process personal data);</p> <ul style="list-style-type: none"> <li>• Data Protection Officers or DPOs;</li> <li>• Privacy advocates</li> </ul>	<p>the Global Privacy Assembly (GPA) (formerly the International Conference of Data Protection and Privacy Commissioners (ICDPPC), and various international working groups. The Commission has likewise acted as Philippine's representatives in various international conferences, not only as attendees but also as esteemed panelists, in recognition of the Commission's expertise in data privacy in the Asia Pacific region.</p>	<ul style="list-style-type: none"> <li>• MOU Signing between NPC and United Kingdom's Information Commissioner's Office (ICO)/12-Jan;</li> <li>• Global Privacy Assembly (GPA) Covid-19 Working Group Meetings;</li> <li>• WhatsApp Meeting with Hong Kong Singapore and Macao/19-Jan;</li> <li>• Council of Europe (COW) 40th Anniversary of Data Protection Convention 108/28-Jan;</li> <li>• IAPP Data Privacy Day: A Fireside Chat/28-Jan;</li> <li>• US Embassy/NPC Market Landscape/ Registration Guidance/ 22-Jan;</li> <li>• CIPL/NPC Contract Meeting/ 03 Feb;</li> <li>• Meeting with Amazon Web Services/23 Feb;</li> <li>• ASEAN Digital Data Governance Meetings;</li> <li>• APEC Related Meetings (GPEN Pacific Call);</li> <li>• International Forum and Privacy &amp; Data Protection May 19, 2021;</li> <li>• Joint EU-Singapore Webinar on Cross Border Data Flows, May 25, 25, 2021;</li> <li>• 55th Asia Pacific Privacy Authorities Forum June 16-18, 2021;</li> <li>• OECD-GPA-UN SRP Online Workshop on One Year Later: Addressing the Data Governance and Privacy Implications of the COVID-19 Pandemic and the Road to Recovery June 21-23, 2021.</li> <li>• UK ICO Meeting regarding GPA Joint Statement/ 05 Aug</li> <li>• Centre for Information Policy Leadership (CIPL) and GPA Covid-19 WG Joint Virtual Roundtable/ 24 Aug 2021;</li> <li>• World Health Organization (WHO) Meeting with GPA/ 02 Sept. 2021;</li> <li>• FPF Asia Pacific Inaugural Event, Singapore/ 16 Sep (s) Asean Data Protection and Privacy Forum (ADPPF) Meeting/ 27 Sept. 2021</li> </ul>
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*\*for Transparency Seal*


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