

QUARTERLY PHYSICAL REPORT OF OPERATION

As of December 31, 2021

Department : Department of Information and Communications Technology

Agency : National Privacy Commission

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 | 310100000000000 | | | | | | | | | | | | |
| 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% | 0.75 | 94.6% | 93% | 95.4% | 95.26% | 94.56% | 19.56% | A total average of 84.56% satisfactory rating was garnered by the NPC thru its information and educational drive conducted in FY 2021 comprising of 13 activities/events. For the 4th quarter 2021, the NPC obtained a total average of 95.28% from four (4) activities conducted as follows: (a) 97.8% rating - 1 PSST session, with 139 students; (b) 92.25% rating - 2 Kabataang Digital sessions, with 13,700 students; (c) 97% rating - DPO ACE Level 1 Training Program for the Financial Sector, with 113 participants; and (d) 94% rating - DPO ACE Level 1 Training Program in coordination with CICC and DICT, with 283 participants. |
| 2. Number of private sectors and government agencies checked for DPA compliance | | 50 | 100 | 100 | 100 | 350 | 83 | 323 | 120 | 115 | 641 | 291 | Under the Enhanced Data Privacy Compliance and Monitoring Program, the following accomplishments are as follows: (a) 641 organizations, composed of 488 from private and 153 from the government sector, were checked for DPA compliance thru privacy sweeps; (b) 335 Data Protection Officers (DPOs) registered with NPC composed of 288 organizations and 47 individual professionals with an overall total of 24,273 DPOs registered per cumulative data; (c) 483 certificates of registration with complete requirements issued which reached a total of 6,608 certificates issued; (d) 138 Compliance Letters and 20 Warning letters were sent; (e) 219 Data Breach Notifications acted upon for 2021 with the following major causes - Unauthorized Disclosure, Ransomware/Malware and Lost Device/Files; and (f) Development of EC Online Registration System or eRehistro project. |

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| Output Indicators | | | | | | | | | | | | | |
| 1. Number of Public Information/Education Projects Implemented | | 2 | 4 | 4 | 2 | 12 | 13 | 3 | 4 | 1 | 21 | 9 | A total of twenty-one (21) activities and projects (APs) on Data Privacy Act (DPA) nationwide awareness campaign for the whole year were successfully implemented comprising of the following: (a) Celebration of Data Protection Day 2021, 28-Jan-2021; (b) Annual Celebration of Privacy Awareness Week, 27-28 May 2021; (c) DPO ACE Level 1 Trainings; (d) 359 NPC Stakeholders Consultative Meetings; (e) 261 NPC Speaking Engagements by invitation; (f) NPC Social Media Campaigns consist of 155 Facebook posts with 124,245 likes, 89 tweets with 4,510 Twitter followers and 53 Instagram posts; (g) Public Affairs and Media-Related Activities comprising of 1,348 pick-up and mentions and 48 Public Relation activities; (h) forty-five (44) Advisory Opinions issued; (i) 50,722 public assistance thru emails, walk-ins, calls, social media messages acted upon; (j) website visits with an average of 197,766 monthly visits; (k) 4 Public Health Emergency (PHE) bulletins - NPC Response to COVID-19 issuances on 2021 PC PHE Bulletin; (l) DPO Journal Publications with fifteen (15) articles uploaded; (m) Launching of Train the Trainers (T3) Program; (n) two (2) NPC Circulars published: NPC 2021-01 – 2021 Rules of Procedure of the National Privacy Commission and NPC Circular No. 2021-02 Guidelines on the Processing of Personal Data During Public Health Emergencies for Public Health Measures; (o) three (3) NPC Advisories issued: No. 2021-01 on Data Subject Rights, No. 2021-02 – Guidance for the Use of the ASEAN Model Contract Clauses and ASEAN Data Management Framework; and No. 2021-03 – Guidelines on the Processing of Personal Data for Election Campaign or Partisan Political Activity; (p) 2020 Annual Report publication; (q) NPC Trust Mark; (r) sixty-one (61) NPC Statements on DPA and other privacy concerns and issues; (s) NPC Audio Visual Presentations and other information and promotional materials; (t) Four (4) Philippine National Standards Advisory Opinions issued; (u) Two (2) Kabataang Digital sessions conducted with 13,700 participants. |
| 2. Percentage of requests for technical assistance responded to within the prescribed time frame | | 75% | 75% | 75% | 75% | 0.75 | 99.93% | 99% | 99% | 99% | 99% | 24% | Per cumulative report, the following technical assistance acted upon are as follows: (a) 93% or 49,023 out of 49,036 queries, thru emails, walk-ins calls, AskPriva App, and Social Media messages with an average satisfactory rating of 91.8%; (b) 189 FOI Requests were processed composed of the following breakdowns - 171 Invalid Requests; 4 Partially Successful, 1 Information was not updated, and 13 are ongoing reports; (c) Twenty-seven (27) legislative comments/position papers entered and commented on the implication of data privacy of proposed national or local statutes, regulations or procedures; (d) Thirty-five (35) Legal Opinions issued; (e) Seven (7) Data Sharing Agreements (DSA) entered and reviewed; and (f) Forty-five (45) advisory opinions issued this year on the Implications and Interpretation of the provisions of the RA10173, its IRR, NPC Issuances and other data privacy laws. |

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| 3. Percentage of complaints and investigations resolved | | 65% | 65% | 65% | 65% | 0.65 | 100% | 76% | 100% | 100% | 94% | 29% | A total average rating of 94% of privacy concerns and complaints were handled and investigated by the Commission under the Complaints Handling and Investigation Program. Throughout the year, 9,001 were handled and investigated comprising of 358 filed cases and 8,643 privacy concerns. Per cumulative data, a grand total of 25,257 privacy concerns and complaints were received by the NPC since 2018. |
| 4. Number of international membership or cooperation entered | | | 1 | 1 | 1 | 3 | 10 | 4 | 5 | 2 | 21 | 18 | International coordination and collaboration activities with international privacy entities were continuously strengthened to adopt/observe standard practices and issuances related to data protection and privacy; (a) Information Commissioner's Office (ICO) MOU Signing between NPC and United Kingdom's (ICO) 12-Jan; (b) Global Privacy Assembly (GPA) Covid-19 Working Group Meetings and UK ICO Meeting regarding GPA Joint Statement/ 05 Aug; (c) WhatsApp Meeting with Hong Kong Singapore and Macao/19-Jan; (d) Council of Europe (COE) 40th Anniversary of Data Protection Convention 10/28-Jan; (e) WAPP Data Privacy Day: A Fireside Chat/28-Jan; (f) US Embassy/NPC Market Landscape/ Registration Guidance/ 22-Jan; (g) CIJL/NPC Contract Meeting/ 03 Feb and Centre for Information Policy Leadership (CIPL) and GPA Covid-19 WGS Joint Virtual Roundtable/ 24 Aug; (h) Meeting with Amazon Web Services/23 Feb; (i) ASEAN Digital Data Governance Meetings; (j) APEC Related Meetings (GPN Pacific Call; (k) International Forum and Privacy & Data Protection May 19, 2021; (l) Joint EU-Singapore Webinar on Cross Border Data Flows, May 25, 2021; (m) 55th Asia Pacific Privacy Authorities Forum June 16-18, 2021; (n) Asia Tech x Singapore (ATxSG) Summit/14 Jul; (o) World Health Organization (WHO) Meeting with GPA/ 02 Sep (p) PFF Asia Pacific Inaugural Event, Singapore/ 16 Sep (s) ASEAN Data Protection and Privacy Forum (ADPPP) Meeting/ 27 Sept.; (t) 56th APPA Forum 01-03 December; (r) NPC-PDPC Singapore Meeting/02 December; (s) 2nd Ministerial Conference on Civil Registration and Vital Statistics (CRVS) in Asia and the Pacific/ 16-18 November; (t) SEF Policy Launch on Data Flows 17 November (u) NCAPEC and BSA Privacy Roundtable Briefing session and Meeting/ November 2021. |

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