

QUARTERLY PHYSICAL REPORT OF OPERATION

As of December 31, 2022

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 as of 12/31/2022	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	31010000000000												
OO : Privacy and data security in information and communication systems supported and enhanced													
Outcome Indicators													
1. Percentage of stakeholders who rated the privacy plans and policies as satisfactory or better		75%	75%	75%	75%	75%	84.5%	93.85%	89.40%	89.77%	89.38%	14.38%	A total average of 89.38% satisfactory rating was garnered by the NPC thru the information and educational drive conducted in FY 2022 comprising of (a) 84.50% for the 1st qtr; (b) 93.85% for the 2nd qtr; (c) 89.4% for the 3rd qtr; and (d) 89.77% for the 4th qtr. For the fourth quarter, the NPC received a total average rating of 89.77%, composed of the following activities: (a) 89.4% rating DPO ACE Level 1 Training Program in collaboration with DICT Region IV (A&B); 18 October 2022; 250 participants; (b) 90.2% rating DPO ACE Level 1 Training Program in collaboration with Department of Agriculture; 24-28 October 2022; 52 participants; (c) 92% rating of Five (5) DPO Briefing sessions conducted with 596 stakeholders oriented (d) 89% Age is not just a Number, it's also your Personal Data: Tamang Pagiingat sa Personal na Datos ng Senior Citizen at PWDs; 16 December 2022 (e) 91% rating Kabataang Digital Session 304 participants (f) 87% rating for requests/inquiries received and acted upon
2. Number of private sectors and government agencies checked for DPA compliance		100	100	100	100	400	132	162	149	119	562	162	Under the Enhanced Data Privacy Compliance and Monitoring Program, a total of 562 compliance checks for DPA compliance were conducted for FY 2022, comprising of: (a) 35 compliance visits (commenced in April 2022) and 527 organizations were checked for DPA compliance thru privacy sweeps composed of 477 from the private and 50 from the government sector, including 58 via documents submission. Other accomplishments include: (a) 878 Data Protection Officers (DPOs) registered with NPC composed of 832 organizations and 46 individual professionals with an overall total of 4,297 DPOs registered; (b) 475 certificates of registration with complete requirements issued which reached a total cumulative data of 6,579 certificates issued; (c) 54 Warning letters and 57 notices of Documents submission were sent; (d) 182 Data Breach Notifications acted upon with 70 in 4th qtr. Of these notifications, the top specific causes are Hacking (22%), Unauthorized disclosure, (9%), Unintended recipient (8%), Ransomware/Malware (8%) and email blast (8%).

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Output Indicators													
1. Number of Public Information/Education Projects implemented		3	3	3	3	12	14	3	4	3	24	12	<p>Twenty-four (24) activities and projects (APs) were implemented in FY 2022 as part of the Data Privacy Act (DPA) nationwide awareness campaign 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, as follows: (1) Conducted privacy-related activities in observance of the Privacy Awareness Week (PAW) with the FY 2022 theme "Ang PAWer ng Data Privacy Mo: Praktikal, Angkop at Wastong Pagproseso ng Datos ni Juan at Juana" last 25-26 May 2022 with 16,106 online participants and viewers across MS Live, Facebook and Youtube and an overall satisfactory rating of 94.75%; (2) State visit of President Ferdinand Romualdez Marcos Jr. to Singapore and Signing of Understanding (MOU) with Singapore PDPC on September 05-08, 2022; (3) Six (6) Kabataang Digital sessions, with 2,518 participants from Grades 4-6 and an average customer satisfaction rating of 3.64 or 91%; (4) Six (6) Privacy, Safety, Security and Trust Online (PSST) were conducted, with 63,521 participants and viewers via Facebook and YouTube. Online webinars for adult data subjects started in 2022; (5) One (1) - Ikaw at OLA: Talakayan ukol sa Online Lending para sa mga data subjects; 23 February 2022; 50 pax; (6) One (1) - Privacy at Facebook: Paano Poprotektahan ang Personal na Impormasyon; (7) One (1) - Teacher, Teacher! Paano ba Mapoprotektahan ang Personal Data ko Online at Offline; 4 July 2022; 4,126 pax; with average customer satisfaction rating of 97%; (8) One (1) Data Not For Sale! Safety ng Personal Data sa Online Shopping; 26 August 2022; 2,134 pax; 94%; (9) One (1) - Text Scam o Smishing? Paano Mapoprotektahan ang sarili sa SMS Modus; 07 September 2022; 32,900 pax; 95%; (10) One (1) - Age is not just a Number, it's also your Personal Data: Tamang Pagiingat sa Personal na Datos ng Senior Citizen at PWDs; 16 December</p>
													<p>Memorandum 2022 ;89%; (11) One (1) Public Health Emergency (PHE) bulletins - NPC Response to COVID-19; (12) Five (5) PHILDPO Training and Certification Program - events conducted; (13) Eighteen (18) International interventions and other cooperation activities such as conventions, meeting sessions and conferences; (14) Five (5) DPO Briefing sessions conducted - 596 stakeholders oriented with 92% customer satisfaction rating; (15) Twenty-two (22) Advisory Opinions issued and six (6) were released in 4th quarter 2022; (16) Thirty-two (32) number of Press release and statements issued; (17) 1,639 NPC Stakeholders Consultative Meetings; (18) Two hundred ten (210) NPC Speaking Engagements by invitation; (19) NPC Social Media Campaign consist of 230 Facebook posts with 135,926 likes, 58 tweets with 5,281 Twitter followers and 83 Instagram posts; (20) 50,576 public assistance thru emails, walk-ins, calls, social media messages acted upon; (21) 199,959 average monthly Website visits; (22) Train the Trainers (T3) Program development; (23) Joint Administrative Order 22 s. of 2022 – Guidelines for online businesses reiterating the laws and regulations applicable to online businesses and consumers (24) NPC Advisory No. 2022-03 - Guidelines on Requests for Personal Data of Public Officers</p>

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2. Percentage of requests for technical assistance responded to within the prescribed time frame		80%	80%	80%	80%	80%	99%	99%	99%	100%	99.25%	19.25%	Per cumulative FY 2022 report, a total average of 99.25% of requests for technical assistance were acted upon. For the 4th quarter, the following accomplishments were achieved thru technical assistance and related interventions: (a) 100% or 50,576 out of 50,576 queries, thru emails, walk-ins, calls, AskPriva App, and Social Media messages with an average satisfactory rating of 87.35%; (b) Three hundred eighty-two (382) FOI Requests were processed for 2022 majority under invalid requests and eight (8) ongoing request; (c) Twenty-one (21) legislative comments/position papers entered and commented on the implication of data privacy of proposed national or local statutes, regulations or procedures; and (d) Twenty-six (26) 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.
3. Percentage of complaints and investigations resolved		70%	70%	70%	70%	70%	100%	99%	100%	99.75%	99.75%	29.75%	For FY 2022, 99.6% of complaints were handled by the Complaints and Investigation Division. Other significant accomplishments as of December 31, 2022 are as follows: (a) For FY 2022, the CID received 279 complaints through walk-in or electronic mail. These complaints are being reviewed by investigation officers, with 114 of them relating to Online Lending Applications. (b) Overall, 624 decisions were delivered through mail for outright dismissal, 1,174 orders were sent via mail, and 1,670 were sent via e-mail. (c) 629 preliminary conferences were conducted from January to December 2022 in which 367 are OLA cases and 262 are non-OLA cases. (d) 77 Compliance Letters, Enforcement letters and Enforcement Action Reports were prepared and issued. (e) 32 OLA – Enforcement on Temporary Bans were issued. (f) The NPC continues to strengthen its endeavors in monitoring and enforcing the Cease-and-Desist Orders (CDO) against the five (5) organizations. The NPC also bolsters its efforts in implementing the Temporary Bans against online lending companies (OLC) and their applications

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4. Number of international membership or cooperation entered		1	1	1		3	8	7	3	5	23	20	International coordination and collaboration activities with international entities are continuously strengthened to adopt/observe standard practices and issuances related to data protection and privacy, with the following highlights: (1) State visit of H.E. Ferdinand Romualdez Marcos Jr., President of the Republic of Philippines to the Republic of Singapore held in Singapore and Signing of Memorandum of Understanding (MOU) with Singapore PDPC and NPC on September 05-08, 2022; (2) International Association of Privacy Profesionals (IAPP) Asia Forum 2022, Centre for Information Leadership (CIPL) and Singapore PDPC Joint Rountable Discussion, and Regulators Xchange on 17-22 July 2022 (3) Candidature of the Republic of the Philippines for the International Telecommunications Union-Plenipotentiary Conference (ITU-PP-22) on September 24 to October 06, 2022. As per PCTO No. 033 s., 2022 dated September 12,2022 (4) 38th Meetings of ISO/IEC JTC 1/SC 27/WG 5 (Identity Management and Privacy Technologies) to be held on Luxembourg, Western Europe on September 24 to October 02, 2022 (5) Two (2) Asia Pacific Privacy Authorities (APPA) Forum - 12-Jan/09-Feb/09 March (6) Six (6) ASEAN, Australia, New Zealand Free Trade Agreement (AANZFTA); (7) Three (3) Global Privacy Assembly Meetings with Six (6) Global Privacy Assembly Working Group meetings (8) United Nations (UN) Ad Hoc Committee Meetings (9) Asia Tech x Singapore Summit/ 31-May-22/ Via Web platform (10) Digital Identification Workshop/ 24-Jun-22/ Via Blue Jeans (11) World Bank Meeting/ 6-May-22/ NPC Conference Room; (12) Global Cooperation on Data Privacy and the CBPR System: the Path Forward Wokshop/ 25-28-Apr-22/ Honolulu Hawaii Meeting with Singapore and Brunei on ASEAN outreach event on DMF and MCCs for businesses/ 17-May-22/ Via Zoom (13) 2nd Substantive Session of the Ad Hoc Committee (AHC--Cybercrime) to elaborate a Comprehensive Intern ational convention on Countering the use of Information and Communications Technologies for the Criminal Purposes held in Vienna, Austria/ 30 May - 10 June (14) Asia-Pacific Economic Cooperation (APEC); (15) ASEAN, Australia, New Zealand Free Trade Agreement (AANZFTA); 15-Feb; (16) United Nations (UN) Ad Hoc Committee;28 Feb/03-Mar; (17) Center for Information Policy Leadership (CIPL) 31-Mar; (18) ASEAN Economic Ministers;14-Jan/10-Feb/16-Feb/ 17-Feb/ 16-Mar. (19) One (1) APPA Forum In-person on 29 November -01 December in Singapore and Governance Committee Meetings (20)United Nations (UN) Ad Hoc Committee Meetings (21) APEC Cross-Border Privacy Rules (CBPR) Working Group Meetings – Seoul, South Korea (22) 44th Global Privacy Assembly in Turkey on 14-28 October (23)43rd Plenary Meeting of the Consultative Committee on Convention 108+ Convention for the Protection of Individuals with Regard to the Processing of Personal Data/15-18-Nov-22/Strasbourg, France.

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